

# Printed by EAST

**UserID:** TDixon

**Computer:** WS05657

**Date:** 10/15/2001

**Time:** 15:51

## Document Listing

Document	Image pages	Text pages	Error pages
US 5970462 A	28	0	0
<b>Total</b>	<b>28</b>	<b>0</b>	<b>0</b>

Search Note  
09/398,131

filng date 9/17/99  
priority 10/31/97

```
### Status: Path 1 of [Dialog Information Services via Modem]
### Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)
Trying 3106900061...Open
```

DIALOG INFORMATION SERVICES

PLEASE LOGON:

\*\*\*\*\* HHHHHHHH SSSSSSSS?

```
### Status: Signing onto Dialog
```

\*\*\*\*\*

ENTER PASSWORD:

\*\*\*\*\* HHHHHHHH SSSSSSSS? \*\*\*\*\*

Welcome to DIALOG

```
### Status: Connected
```

Dialog level 01.10.01D

Last logoff: 11oct01 12:53:10

Logon file405 16oct01 13:51:22

\*\*\* ANNOUNCEMENT \*\*\*

\*\*\*

--Important Notice to Freelance Authors--

See HELP FREELANCE for more information

\*\*\*

NEW FILES RELEASED

\*\*\*PIRA Management & Marketing Abstracts (File 249)

\*\*\*Disclosure Database (File 101)

\*\*\*Harris Business Profiler (File 537)

\*\*\*Mergent Company Profiles (File 555)

\*\*\*Mergent Company Snapshots (File 556)

\*\*\*Mergent Company News Reports (File 557)

\*\*\*Financial Times Fulltext (File 476)

\*\*\*TRADEMARKSCAN-Japan (File 669)

UPDATING RESUMED

\*\*\*Delphes European Business (File 481)

\*\*\*Books In Print (File 470)

\*\*\*

RELOADED

\*\*\*Kompass Middle East/Africa/Mediterranean (File 585)

\*\*\*Kompass Asia/Pacific (File 592)

\*\*\*Kompass Central/Eastern Europe (File 593)

\*\*\*Kompass Canada (File 594)

\*\*\*CANCERLIT (File 159)

\*\*\*Information Science Abstracts (File 202)

\*\*\*New document supplier\*\*\*

IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>>Get immediate news with Dialog's First Release  
news service. First Release updates major newswire  
databases within 15 minutes of transmission over the  
wire. First Release provides full Dialog searchability  
and full-text features. To search First Release files in  
OneSearch simply BEGIN FIRST for coverage from Dialog's  
broad spectrum of news wires.

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<

>>> of new databases, price changes, etc. <<<

\*\*\*

COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.

COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.

COREALL is set ON as an alias for COREFULL,COREABS.

SOFTFULL is set ON as an alias for 278,634,256.  
EUROFULL is set ON as an alias for 348,349.  
JAPOABS is set ON as an alias for 347.  
HEALTHFULL is set ON as an alias for 442,149,43,444.  
HEALTHABS is set ON as an alias for 5,73,151,155,34,434.  
DRUGFULL is set ON as an alias for 455,129,130.  
DRUGABS is set ON as an alias for 74,42.  
INSURANCEFULL is set ON as an alias for 625,637.  
INSURANCEABS is set ON as an alias for 169.  
TRANSPORTFULL is set ON as an alias for 80,637.  
TRANSPORTABS is set ON as an alias for 108,6,63.  
ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.  
INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.  
BANKINGFULL is set ON as an alias for 625,268,626,267.  
BANKINGABS is set ON as an alias for 139.  
HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.  
INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.  
RESERVATIONALL is set ON as an alias for COREFULL, COREABS.  
OPERATIONSALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.  
TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.  
ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.  
SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.  
INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.  
BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.  
PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.  
TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.  
CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.  
FUNDSALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.

\* \* \*

SYSTEM:HOME

Cost is in DialUnits

Menu System II: D2 version 1.7.8 term=ASCII

\*\*\* DIALOG HOMEBASE(SM) Main Menu \*\*\*

Information:

1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

Connections:

6. DIALOG(R) Document Delivery
7. Data Star(R)

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/H = Help

/L = Logoff

/NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).

?b corefull, coreabs

```
16oct01 13:51:46 User242933 Session D66.1
$0.00      0.232 DialUnits FileHomeBase
$0.00  Estimated cost FileHomeBase
$0.02  TYMNET
$0.02  Estimated cost this search
$0.02  Estimated total session cost   0.232 DialUnits
```

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2001/Oct 16

(c) 2001 ProQuest Info&Learning

File 9:Business & Industry(R) Jul/1994-2001/Oct 15

(c) 2001 Resp. DB Svcs.  
File 623:BUSINESS WEEK 1985-2001/OCT W1  
(c) 2001 THE MCGRAW-HILL COMPANIES INC  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 275:Gale Group Computer DB(TM) 1983-2001/Oct 12  
(c) 2001 The Gale Group  
File 624:McGraw-Hill Publications 1985-2001/Oct 15  
(c) 2001 McGraw-Hill Co. Inc  
File 636:Gale Group Newsletter DB(TM) 1987-2001/Oct 15  
(c) 2001 The Gale Group  
File 621:Gale Group New Prod.Annou.(R) 1985-2001/Oct 15  
(c) 2001 The Gale Group  
File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc  
File 16:Gale Group PROMT(R) 1990-2001/Oct 15  
(c) 2001 The Gale Group  
File 160:Gale Group PROMT(R) 1972-1989  
(c) 1999 The Gale Group  
File 148:Gale Group Trade & Industry DB 1976-2001/Oct 15  
(c) 2001 The Gale Group  
File 20:World Reporter 1997-2001/Oct 16  
(c) 2001 The Dialog Corporation  
File 77:Conference Papers Index 1973-2001/Sep  
(c) 2001 Cambridge Sci Abs  
File 35:Dissertation Abs Online 1861-2001/Oct  
(c) 2001 ProQuest Info&Learning  
File 593:KOMPASS Central/Eastern Europe 2001/Sep  
(c) 2001 KOMPASS Intl.  
File 65:Inside Conferences 1993-2001/Oct W2  
(c) 2001 BLDSC all rts. reserv.

**\*File 65: For variance in UDs please see Help News65.**

File 2:INSPEC 1969-2001/Oct W2  
(c) 2001 Institution of Electrical Engineers  
File 233:Internet & Personal Comp. Abs. 1981-2001/Oct  
(c) 2001 Info. Today Inc.  
File 99:Wilson Appl. Sci & Tech Abs 1983-2001/Aug  
(c) 2001 The HW Wilson Co.  
File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02  
(c) 2001 THE NEW YORK TIMES

**\*File 473: This file will not update after March 31, 2001.**

It will remain on Dialog as a closed file.

File 474:New York Times Abs 1969-2001/Oct 15  
(c) 2001 The New York Times  
File 475:Wall Street Journal Abs 1973-2001/Oct 15  
(c) 2001 The New York Times

Set Items Description

--- -----

?s prescription and refill and computer  
228988 PRESCRIPTION  
19718 REFILL  
6791155 COMPUTER  
S1 1221 PRESCRIPTION AND REFILL AND COMPUTER

?s s1 and store  
1221 S1  
1819658 STORE  
S2 589 S1 AND STORE

?s2 and pd<971031  
>>>File 15 processing for PD= : PD=971031  
>>> started at PD=710000 stopped at PD=930107  
>>>File 810 processing for PD= : PD=971031  
>>> started at PD=850116 stopped at PD=911127  
>>>File 275 processing for PD= : PD=971031  
>>> started at PD=140103 stopped at PD=881206

Processing

>>>File 624 processing for PD= : PD=971031

```
>>>     started at PD=104 stopped at PD=921202
>>>File 636 processing for PD= : PD=971031
>>>     started at PD=19880101 stopped at PD=19940316
>>>File 621 processing for PD= : PD=971031
>>>     started at PD=00000000 stopped at PD=19910208
Processing
>>>File 813 processing for PD= : PD=971031
>>>     started at PD=100000 stopped at PD=900920
>>>File 16 processing for PD= : PD=971031
>>>     started at PD=19900101 stopped at PD=19950623
Processing
Processed 10 of 23 files ...
>>>File 160 processing for PD= : PD=971031
>>>     started at PD=2103 stopped at PD=770314
>>>File 148 processing for PD= : PD=971031
>>>     started at PD=140105 stopped at PD=830728
Processing
>>>One or more prefixes are unsupported
>>> or undefined in one or more files.
>>>File 99 processing for PD= : PD=971031
>>>     started at PD=DEC.1200 stopped at PD=19910300
Processed 20 of 23 files ...
>>>File 474 processing for PD= : PD=971031
>>>     started at PD=190120 stopped at PD=740607
>>>File 475 processing for PD= : PD=971031
>>>     started at PD=191111 stopped at PD=810213
Completed processing all files
    16085928 2
    9568541 PD<971031
    S3 2362034 2 AND PD<971031
?s s2 and pd<971031
>>>File 15 processing for PD= : PD=971031
>>>     started at PD=710000 stopped at PD=930107
>>>File 810 processing for PD= : PD=971031
>>>     started at PD=850116 stopped at PD=911127
>>>File 275 processing for PD= : PD=971031
>>>     started at PD=140103 stopped at PD=881206
>>>File 624 processing for PD= : PD=971031
>>>     started at PD=104 stopped at PD=921202
>>>File 636 processing for PD= : PD=971031
>>>     started at PD=19880101 stopped at PD=19940316
Processing
>>>File 621 processing for PD= : PD=971031
>>>     started at PD=00000000 stopped at PD=19910208
>>>File 813 processing for PD= : PD=971031
>>>     started at PD=100000 stopped at PD=900920
>>>File 16 processing for PD= : PD=971031
>>>     started at PD=19900101 stopped at PD=19950623
Processing
Processed 10 of 23 files ...
>>>File 160 processing for PD= : PD=971031
>>>     started at PD=2103 stopped at PD=770314
>>>File 148 processing for PD= : PD=971031
>>>     started at PD=140105 stopped at PD=830728
>>>One or more prefixes are unsupported
>>> or undefined in one or more files.
>>>File 99 processing for PD= : PD=971031
>>>     started at PD=DEC.1200 stopped at PD=19910300
>>>File 474 processing for PD= : PD=971031
>>>     started at PD=190120 stopped at PD=740607
>>>File 475 processing for PD= : PD=971031
>>>     started at PD=191111 stopped at PD=810213
Completed processing all files
    589 S2
    9568541 PD<971031
    S4      45 S2 AND PD<971031
?type s4/3,k/all
```

>>>KWIC option is not available in file(s): 77

4/3,K/1 (Item 1 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)  
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00726867 93-76088

**Non-Traditional Media: A Profile of Regularly Scheduled Services**  
Anonymous

Medical Marketing & Media v27n6 PP: 60-96 Jun 1992  
ISSN: 0025-7354 JRNL CODE: MMM  
WORD COUNT: 11067

...TEXT: basis to medical doctors and doctors of osteopathy whose medical practice warrants reference information on **prescription** drugs. It is also sent, at no charge, to chief pharmacists of all U.S...

... to all medical doctors and doctors of osteopathy whose medical practice warrants reference information on **prescription** drugs. It is also sent, at no charge, to chief pharmacists of all U.S...physicians, either through their sales representatives or direct mail. Given to patients along with a **prescription**, these certificates entitle the patient to free starter medications or discounts. Alpha Scrip specializes in...

...Richard W. Kennedy.

CASHAREX(R)

DESCRIPTION: A prescribing-incentive program. Doctors receive combination "checkbooks" containing **prescription** forms for a specified product, with attached bank check payable to pharmacist in reimbursement of...

... of orders and reorders can be provided by industry-recognized sources. Fifteen specialties available.

#### COMPLIMENTARY **PRESCRIPTION** SERVICE

DESCRIPTION: Patient savings certificates distributed to physicians and other prescribing health-care personnel by...

...participating pharmacies along with their prescriptions for the products specified.

ESTABLISHED: 1970.

PRODUCED BY: Complimentary **Prescription** Service, a subsidiary of PPS Medical Marketing Group. Inc., 264 Passaic Avenue. Fairfield, NJ 07004...

... at no cost and upon request only. Repeated advertising research has shown Formedic ads increase **prescription** activity of advertised product by reinforcing and reminding physicians of product message at Rx decision ...Nephrology--627

MEDI-SCRIPTS(R)

DESCRIPTION: Medi-Scripts(R) supplies the entire annual needs of **prescription** pads to physicians on a request only basis. Four-color ads appear on the inside cover and are interleaved every fifth **prescription** blank.

PRODUCED BY: Medi-Promotions Inc., 1050 Wall Street West, Suite 620, Lyndhurst, NJ 07071...

... and OTC product samples in the requesting physician's office or treatment room, motivating a **prescription** or recommendation. The PSO actually affects physician prescribing.

EDITIONS: Primary care, cardiology, pediatrics, dermatology, OR...

...RxCHECK(R)

DESCRIPTION: Prescribing incentive program. The RxCHECK(R) is comprised of a product-specific **prescription** form with **refill** authorization and a fixed amount bank check that ...is a physician-request, high security, professional prescribing system highly preferred by active physicians. The **prescription** pads are bound into polylaminate binders containing three high-impact ad positions. It is both...

...individual basis to achieve specific, targeted results.

#### TELE-SCRIPTSTM

DESCRIPTION: Tele-ScriptsTM is a telephone **prescription** record form service for both **prescription** and OTC drugs supplied to high-volume pharmacists. The service provides an annual volume of...

...sales, Kenneth A. Kind.

#### TRIPLE I

DESCRIPTION: Advertising space available to the pharmaceutical industry within **prescription** pads. The ad appears in 4-color on the inside front cover of the pad...Pharmacy Power-Pak is directed to 90,000 pharmacists. The publication reaches independent pharmacists, chain **store** pharmacists, hospital pharmacists, and buying executives.

CIRCULATION (PHARMACY): Independent pharmacies (1-3 stores).....41,000...

... The Pharmacy PowerPak Jumbo Edition is directed to 65,000 pharmacists. The publication reaches chain **store** pharmacists, independent pharmacists, and buying executives. (Hospital pharmacists, managed care facilities, and consultants upon ...taped on-location to support the objectives and method of content presentation. Interviews, high-tech **computer** graphics and animation, demonstrations, case studies, and patient profiles are a few of the formats...

...Cummings.

SALES REPRESENTATIVE: Rosanne Marsi.

CIRCULATION PARAMETERS: National coverage for office-based pediatric practices.

#### PHYSICIAN COMPUTER NETWORK, INC.

DESCRIPTION: PCN operates a **computer** network linking its office-based physician members to health-care organizations which have established electronic...

... managed care providers, HMOs, banks, retail and mail order pharmacies, among others.

PRODUCED BY: Physician **Computer** Network, Inc., Atrium One, 100 Metro Park South, Laurence Harbor, NJ 08878; (908) 290- 7711...pharmacies, hospitals, laboratories, nursing homes, DMEs, wholesalers, and medical professionals.

#### PHOENIX MARKETING GROUP, INC.

DESCRIPTION: **Computer** -based support for sales and marketing opportunities. Products include interactive data bases of all health...

920600

00658956 93-08177

**Breaking the Trust: Exclusive Survey of Dispensing Errors**

Ukens, Carol

Drug Topics v136n22 PP: 58-69 Nov 23, 1992

ISSN: 0012-6616 JRNLD CODE: RXT

WORD COUNT: 3617

...TEXT: week as intended. The error is discovered by another pharmacist when she returns for a **refill**. It's too late. Three days later, she's dead.

A pharmacist confuses two drugs...

... patient gets no relief from her headaches. The original mistake is not discovered until her **prescription** has been refilled. She hires a lawyer.

An elderly woman is hospitalized for evaluation. A **prescription** is written for acetazolamide to treat her glaucoma. What she gets is the hypoglycemic acetohehexamide...aspect of work overload cited by an Iowa chain pharmacist. Only two pharmacists in the **store** means that vacations and sick leave dump the entire load on the shoulders of one...  
...an eight-hour day."

Patients with no patience can also be a pain in the **prescription** process. Some pharmacists reported that patients pressure them to hurry up, without realizing that their...

...separated physically from seldom-dispensed strengths of the same drug.

An Indiana pharmacist whose chain **store** fills between 75 and 100 Rxs per day lays it on the line with his patients. "Each of my patients is informed that I spend about five minutes per **prescription**, so if a patient has five Rxs, they are told it will take about 25...Check your shelving system for drug mix-ups; watch how information is entered into the **computer** and who enters it; consider whether employees are actually obeying the rules of safe dispensing..."

...DESCRIPTORS: **Prescription** drugs  
921123

4/3,K/3 (Item 3 from file: 15)

00634854 92-49794

**Noncompliance: The Invisible Epidemic**

Clepper, Irene

Drug Topics v136n16 PP: 44-65 Aug 17, 1992

ISSN: 0012-6616 JRNLD CODE: RXT

WORD COUNT: 5955

ABSTRACT: Health care experts estimate conservatively that half of the 1.8 billion **prescription** medicines dispensed yearly are not taken correctly. The National Pharmaceutical Council indicates that up to...

...TEXT: even to play.

Health-care experts estimate conservatively that half of the 1.8 billion **prescription** medicines dispensed yearly are not taken correctly. One researcher, R. B. Haynes, reporting in a...

... of all patients take all of their prescribed medicine; another third take some of the **prescription**; and the final third don't take any of it.

The National Pharmaceutical Council indicates...

... because they are the fastest-growing segment of the population and the heaviest consumers of **prescription** medications, occupy more space on the noncompliance charts.

Twelve percent of the population is over 65. This segment accounts for 30% of all **prescription** drugs, but takes them in compliance only a third of the time. By the year...

... the medicine anymore." When, as often happens, the condition returns, they are sure the first **prescription** "didn't work" and they complain to the doctor, asking for "something better."

\* They have...

... pills cost \$1 each," she argued. "I spend over \$100 every time I have the **prescription** filled."

YOUR MONEY OR YOUR LIFE: This seems ...taxpayers an additional \$873 per patient that first year, despite the offsetting \$281 reduction in **prescription** drug cost. Most of the extra expense (\$637) was attributable to increased hospital expenditures.

SOME...

... maintain and must be monitored by a number of methods. "Sometimes there is a tiny **computer** chip in the bottlecap, which registers when the patient opens the bottle to take a...long the patch is good for."

ONE PHARMACY'S ANSWER:

Snyder Drug Stores, a 223-store midwestern chain based in Minnetonka, Minn. and made up of both company-owned and affiliate are now making labels much more comprehensive: Along with the **prescription** number, names of physician and patient, and the date, there will be the name of...

...is likely to be the one to notice that the patient is not getting the **prescription** refilled as often as she should and, by personal observation, suspect that the patient is...

... The texts are in lay language and easily updated. Punch a few keys and the **computer** will print out a drug sheet faster than the **prescription** can be filled.

"We at the FDA find it incomprehensible that in this day and...

... when I'm 70?") to dealing with side effects. "Naturally the man who has a **prescription** for combatting high blood pressure is not going to be too thrilled to find out..."

... sources--local, state, federal, volunteer groups, associations, whatever, wherever.

Perhaps the physician can change the **prescription** to a less expensive one. "For instance, Searle has a patient-in-need' program, whereby if the physician checks the protocol and determines that the patient qualifies, the **prescription** is free.

"The pharmacist must not turn the patient away," Rhudy insisted. "There are resources... advised to seek counseling from pharmacists. "Ask these five questions every time you get a **prescription** medicine:

\* What is the name of the medicine and what is it supposed to do...

...of the medicine should I take, when, and for how long?

\* What foods, beverages, other **prescription** or over-the-counter medications, or activities should I avoid while taking this medicine?

\* What... being encouraged by various agencies that serve the elderly to dump all their medicines, whether **prescription** or nonprescription, into a paper bag and take them to an announced place, where pharmacists...

...How many times have you heard this one? "Oh, no, I don't need a **refill**; still have a good supply of pills left in the bottle."

When a pharmacist gets...

... his medicine as prescribed, and the pharmacist has an opportunity to point out that a **prescription** can be effective only if used as the physician directs. The only exception would be...

...of professional services at Minnesota chain Snyder Drug Stores, is quick to emphasize that the **refill** reminder phone call is no cure-all, and has met with some patient resistance.

"We started in early 1991 to get **computer** printouts each Sunday of all the prescriptions up for **refill** the following week," he noted.

"We found that 60% of our customers did not want..."

...out if he or she wants to be reminded that it's time for a **refill** and whether his or her choice is a phone call or a card."

By using its **computer**, a pharmacy can make **refill** calls more efficiently--even automatically. Many pharmacies, although hesitant about allocating employee time, believe that **refill** reminder calls work to everybody's advantage, recapturing the 60 million to 100 million prescriptions...

...year.

One solution for pharmacists is a software program, called Med-Minder, developed by General **Computer** Corp. and supported by NARD, the independent pharmacy organization. Patients whose prescriptions are due to be refilled are dialed automatically from a **computer**-generated list.

Med-Minder uses the actual voice of the pharmacist to deliver a message...

...be programmed to obtain the patient's response--for example, "Touch 1 to order a **refill**" or "Touch 2 to have the pharmacist call back."

Many pharmaceutical companies have a reminder...

...DESCRIPTORS: **Prescription** drugs  
920817

4/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00615447 92-30550

Patient Counseling Takes Nosedive: Schering Report

Ukens, Carol

Drug Topics v136n9 PP: 100-104 May 4, 1992

ISSN: 0012-6616 JRNL CODE: RXT

WORD COUNT: 1406

...TEXT: of patients believe their pharmacist should talk to them personally every time they get a **prescription** filled. The pharmacist should decide whether counseling is necessary said 32%, but 36% think counseling...

... patients admitted they didn't head to the pharmacy after the physician handed them a **prescription**. Five years ago, the figure was 7%. The actual number may be even higher because...

...admit they didn't follow through.

Women (10.7%) are more likely to ignore a **prescription** than are men (6.4%). Dissatisfaction with the doctor's instructions about medication was the...

... by pharmacists, but most miss that particular boat. Two-thirds of the patients recalled getting **refill** information from their physician, but few (18%) received such advice from their pharmacist. Many patients could benefit from a friendly reminder at **refill** time--most, however, don't get it from their R.Ph.: About 5% reported receiving...

... be surprising if patients who interact only with a clerk don't set much economic **store** by the pharmacist's expertise. And pharmacists hoping to be paid for counseling may have...

...talk to patients. When asked how much should be added to the cost of a **prescription** if pharmacists were required by law to counsel on every Rx, 64% of the patients... getting it. Don't wait for them to make the first move. Offer your help.

\* **REFILL REMINDERS.** Develop a program to encourage refills. Your **computer** can flash you a reminder that it's time for Mrs. Smith's next **refill**, so you can drop her a note or pick up the phone. You'll help...

920504

4/3,K/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)  
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00602599 92-17702

**Walgreen: A High-Tech Rx for Profits**

Henkoff, Ronald

Fortune v125n6 PP: 106-107 Mar 23, 1992

ISSN: 0015-8259 JRNL CODE: FOR

WORD COUNT: 743

...ABSTRACT: its stores, and its satellite communications system (Intercom) ties every Walgreen pharmacy to a mainframe **computer** in Illinois. The company is experimenting with drive-through pharmacies and mail-order services for...

...TEXT: rivals in the use of computers, scanners, and satellites.

Walgreen prospers even though nearly every **store** in town is crowding in on its business. Most Wal-Marts and K-marts now have...

...end of a parking lot the size of Rhode Island. It is a mid-size **store** on a main street in a big city or suburb. An average customer can buzz...

...just over ten minutes.

The major money-spinner at Walgreen is the pharmacy. Sales of **prescription** drugs have increased at a double-digit clip for 48 consecutive quarters and now account...

...the average 30-year-old--and the rapid inflation in drug prices.

But Walgreen's **prescription** profits are being squeezed, mostly by insurance companies, HMOs, and state Medicaid programs. These third-party payers, which account for about half of Walgreen's **prescription** business, now force pharmacies to offer volume discounts. The upshot, says President Daniel Jorndt, who...

... on customers. Intercom, the chain's satellite communication network, ties every pharmacy to a mainframe **computer** in Des Plaines, Illinois.

When Clarence Jones, a Tampa businessman, takes a trip, he knows he can get a **refill** of his blood pressure medication at any Walgreens in the country. How much is service...

...DESCRIPTORS: **Prescription** . drugs  
920323

4/3,K/6 (Item 6 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00593735 92-08908

**Mandatory Counseling Looming Larger**

Conlan, Michael F.

Drug Topics v136n2 PP: 40-46 Jan 20, 1992

ISSN: 0012-6616 JRNL CODE: RXT

WORD COUNT: 3402

...ABSTRACT: that must be performed by the pharmacist. The FDA is asking pharmacists to voluntarily provide **computer** -generated drug leaflets to patients so that they are familiar with the way to take...

...TEXT: and patients often cannot agree on what has to--and actually does--transpire when a **prescription** is picked up.

But by next Jan. 1, there is supposed to be in place...

... Drug Stores, agrees. "It's not realistic to have two standards of practice in the **store**," DeMino said, "one for Medicaid recipients and one for others. And," he added, "states view..."

... of counseling. "Usually," he said, "it is in conjunction with something else, such as a **prescription** error." Many of those mistakes would not have occurred "if the pharmacist had done the..."

... counseling also made some accommodations for mail order. As Arkansas' Hosto explained, on a new **prescription** , a mail-order company must "make a reasonable effort to call the patient or caregiver...of Mt. View Pharmacy in Paradise Valley, Ariz., has counseled patients since she opened her **store** in 1972, she said. So Arizona's year-old mandatory counseling law had no real..."

... of written information, FDA, in a new initiative in December, called on pharmacists to provide **computer** -generated drug leaflets to patients. These leaflets should be easy to produce, FDA said, since...program, "applicable state law shall establish standards for counseling" Medicaid patients when they present a **prescription** . "The pharmacist must offer to discuss" with the patient or caregiver ("in person, whenever practicable..."

...and the action required if they occur.

\* "Techniques for self-monitoring drug therapy.

\* "Proper storage.

\* **Prescription refill** information.

\* "Action to be taken in the event of a missed dose."

Pharmacists may supplement...

... unless, in the pharmacist's professional judgment, such contact is necessary to accurately fill the **prescription** or fulfill the patient counseling requirements."

**INCREASED LIABILITY?**

Do mandatory counseling requirements expose pharmacists to...

... wrote Brushwood. "Although it would be improper to expect nothing more than technical accuracy in **prescription** processing by pharmacists, it would be equally improper to expect that pharmacists guarantee good outcomes...

...DESCRIPTORS: **Prescription** drugs  
920120

4/3,K/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00561804 91-36159  
**Cognitive Services: Pharmacy's New Hope**  
Ukens, Carol  
Drug Topics v135n14 PP: 36-40 Jul 22, 1991  
ISSN: 0012-6616 JRNLD CODE: RXT  
WORD COUNT: 3591

...TEXT: insisting Mrs. Jones will pay extra for her pharmacist's advice dispensed along with her **prescription** .

Way of the dinosaur: Community pharmacists content to remain mere drug dispensers are like the...

...are being paid a \$1.50 reimbursement fee for counseling patients on both new and **refill** Rxs on selected drugs. The survey will then examine compliance, quality of life, hospitalization rates charging now for plain old-fashioned patient counseling on every new and **refill prescription** . Start with the private-pay patients who still pick up the tab for about 56 ...

... in the \$10 to \$15 range. And pharmacists should also charge for not dispensing a **prescription** , which may be the most cost-beneficial activity."

When counseling is itemized on the receipt...

...the road when the value of the counseling service has been established.

"On a \$5 **prescription** , I might charge \$3 for my fee and \$2 for a product that costs me... by showing just how smart, educated, and caring the pharmacist really is.

Not only can **computer** programs track normal activities such as patient profiles, they can also be used to generate...through an electronic reader to get the patient's recent Rx history. The card can **store** information on as many as 43 Rxs, including the time, place, and amount of the...

... chairs, a table, and some shelves. Blessed with a competent technician in a one-pharmacist **store** , she didn't hire any additional personnel.

"Start-up expense can be minimal," said Goodman...

910722

4/3,K/8 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01922269 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Help the Medicine Go Down

(A 1996 study found that almost 25% of pharmacists' interventions in drug therapy involved compliance, including overuse or underuse of drugs)

Supermarket News, v 47, n 4, p 39+  
August 25, 1997  
DOCUMENT TYPE: Journal ISSN: 0039-5803 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1348

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...use of medications. New strategies for promoting compliance with drug therapy are adding to food-store pharmacy sales. A 1996 study found that almost 25% of pharmacists' interventions in drug therapy...

TEXT:

...such as letter reminder programs, besides helping patients avoid drug mishaps, are adding to food-store pharmacy sales and traffic, supermarket pharmacy directors said.

No single approach will solve the major...

...Jackson, Miss., for answers about patients' medications, thanks in part to the chain's letter refill reminder program, which helps alert care givers about where patients had prescriptions filled and their refill status.

At Carr Gottstein Foods, Anchorage, Alaska, patient under-use and overuse of drugs is often discovered and corrected by the pharmacist while adjudicating claims over the computer, when third-party managers send prompts if a patient's drug use falls outside normal...

...party claims a pharmacist may be prompted to call the doctor and double check the prescription or dosage if they fall outside Food and Drug Administration-approved guidelines. Pharmacists are alerted if the prescription has already been filled somewhere else," says Martin Krull, director of pharmacy.

At Buehler Foods...

...walking the aisles from shopping-cart signs asking, "Did you remember to pick up your prescription?"

Ensuring compliance is integrated into the process of filling and refilling prescriptions at many community...

...labor-intensive approaches to noncompliance also work, and, besides helping patients stay healthy, provide additional store revenues, say supermarket pharmacy directors.

Letter programs are springing up, putting to use pharmacies' data on scripts filled and days-of-supply. Using refill rates, they are also effective marketing tools for the pharmacy by reaching out to patients...

...Spurring this trend are letter programs managed by third parties, including drug wholesalers and pharmacy computer vendors, which pick up the stores' data, manage the letter reminder program and enlist drug... service.

Jitney Jungle Stores is using a program by Condor Corp., Pelham, Ala., a pharmacy computer company, by which Condor pulls back the data on prescriptions filled and days of supply and mails letters to patients prospectively, to arrive four or five days before the refill date.

Refill rates at the chain increased by 8% to 10% for the approximately 20% of customers...

...pharmacy.

"When we have competition in a market, or if we are opening a new **store**, I will increase the amount of reminders we send. We might, for example, add birth..."

...to the mix. I can tailor it by patient, on a weekly basis, and by **store**," said Lea.

"People respond incredibly to it, and it creates a dynamic between the pharmacy..."

...the patient. This says 'we want to be involved with you after you leave this **store** .'"

The letters promote a dialogue with other caregivers by providing written records patients can show...

...to do a thing," Lea added.

Buehler Foods is able to participate in a new **refill** reminder letter program being launched by its wholesalers after having upgraded its pharmacy software. The...

...beta test with drug wholesaler Diversified Healthcare Inc., Evansville, Ind., with reminders managed by pharmacy **computer** company Com-CoTech, said Russ Imbler, Buehler pharmacy coordinator

Imbler anticipates **refill** rate increases of 10% to 20% from the program, which will send letters prospectively.

"This should work to the advantage of patients [by keeping them compliant], to us through more **refill** business and theoretically it's saving the insurance companies money [by helping avoid costs from drug misuse]," Imbler said.

Drug manufacturers who participate and provide rebates based on **refill** rate increases, which will be shared with the retailers, also will gain from the program...

...Vic Grutchfield, pharmacy director.

"Rather than putting the burden of the program on the individual **store**, we can, once a week, download **prescription** and days-of-supply information for given therapeutic classes, and then send out the reminder..."

4/3,K/9 (Item 2 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01904365 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Fred Meyer Pharmacies Test E-mail Communications System  
(Fred Meyer Inc is preparing a group of its in- store pharmacies for a test run of a computer system that will link them to health clinics via e-mail)

Supermarket News, v 47, n 30, p 41+

July 28, 1997

DOCUMENT TYPE: Journal ISSN: 0039-5803 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 263

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(Fred Meyer Inc is preparing a group of its in- store pharmacies for a test run of a computer system that will link them to health clinics via e-mail)

TEXT:

By PHIL ADAMSAK

PORLAND, Ore. -- A group of in-store pharmacies at Fred Meyer Inc. is preparing for the first trial run next month of a computer system that will connect them to clinics by e-mail for prescriptions, refills and medication...

...for Fred Meyer's Western region, who believes this is its first trial with in-store pharmacies. It can also reduce errors and misunderstandings, he said.

If the test works out, Schulberg hopes to extend the system to more of the 220-store chain's pharmacies in 17 states.

The application, called RxPAD, was produced by PDX, a Fort Worth, Texas software firm that supplies computer systems to clinics, hospitals and other medical institutions.

Rx PAD links the clinic's central system to the pharmacies by telephone, to place prescriptions and refill orders. The clinic computer checks the patient's health record to be sure the medicine won't conflict with...

...system can track the prescribing patterns of physicians, and can flag the doctor if a prescription isn't picked up.

The computer will be provided free to the pharmacies, said Bobby Davis, corporate account sales manager, for...

4/3,K/10 (Item 3 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01895341 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Medicine Shoppe stretches boundaries with disease, patient compliance efforts

(To build new links with patients and physicians, Medicine Shoppe has launched a coordinated drive)

Drug Store News, v 19, n 11, p C1

July 14, 1997

DOCUMENT TYPE: Journal ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1563

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...its pharmacists to manage more aggressively their patients' drug therapies could yield dramatic gains in prescription drug volumes and revenues. Beginning this month, Medicine Shoppe is launching an even bigger initiative...

...in the Kansas City area. Medicine Shoppe pharmacist/owners have received special training, new interactive computer technology and other tools to help them provide additional counseling and follow-up services for...

TEXT:

...its pharmacists to manage more aggressively their patients' drug therapies could yield dramatic gains in prescription drug volumes and revenues.

photo omitted

Beginning this month, Medicine Shoppe is launching an even...

...the savings," said Gary Levine, senior vice president of pharmaceutical care for the 1,100-store chain. "We think this is good not only for Medicine Shoppe but also for pharmacy..."

...in the Kansas City area. Medicine Shoppe pharmacist/owners have received special training, new interactive **computer** technology and other tools to help them provide additional counseling and follow-up services for...

...its pharmacies for separate studies of the effect of disease-management on patient compliance and **refill** rates in two categories of **prescription** drug therapy: anticoagulation and thyroid medications.

Eye-opening results

To benchmark results, Medicine Shoppe tracked...able to increase usage of the medication, overall compliance and script yield," Levine told Drug **Store** News Chain Pharmacy.

Other efforts are under way

Medicine Shoppe is harnessing the power of...

...the pharmacist would call the physician.

"We also had a system set up in our **computer** to flag when a certain percentage of the script was utilized. The **computer** would prompt the pharmacist when a patient was running low on the medication."

Levine said...

...with a two- to three-month home-study course."

Medicine Shoppe is also developing new **computer** software to help pharmacists document and manage their patients' medical needs, as well as special...

4/3, K/11 (Item 4 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
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01822332 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Walgreens

(Despite intense merger and takeover activity in the retail drug industry, Walgreen Co has been able to succeed impressively, concentrating on growing via internal development, one store at a time, turning its back on a strategy that involves acquisitions)

Drug Store News, v 19, n 8, p 85+

April 28, 1997

DOCUMENT TYPE: Journal; Company Overview ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1889

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... (Walgreen Co has been able to succeed impressively, concentrating on growing via internal development, one store at a time, turning its back on a strategy that involves acquisitions)

ABSTRACT:

... Walgreen Co has been able to succeed impressively, concentrating on growing via internal development, one **store** at a time, turning its back on a strategy that involves acquisitions. Walgreens remains the...

... 400 mil mark. What's more, Walgreens continues to reap big dividends from both new **store** growth and existing and relocated stores. Walgreens also remains "virtually debt-free," in the words...

...systems and distribution centers. This year, the company will plow another \$400 mil into new **store** growth, remodelings and system upgrades. The money is fueling a blistering expansion pace in both...

TEXT:

...the tide. The chain has stayed quietly, inexorably focused on growth

through internal development--one store at a time.

In the process, Walgreens continues to be the industry's best proof that there's nothing really wrong with the drug store business. Consumers continue to flock in droves to the well-run, conveniently located, fully merchandised...

...the-ground-up growth strategy that has kept it at the apex of the drug store industry--even now as the dust begins to settle from the most merger-intensive year...

...400 million mark.

What's more, Walgreens continues to reap big dividends from both new store growth and existing and relocated stores. Same-store sales grew 8 percent in the first half of fiscal 1997, with same-store pharmacy sales up 11.8 percent. Net earnings for the six-month period ending Feb...

...distribution centers.

This year, Walgreen said, the company will plow another \$400 million into new store growth, remodelings and system upgrades. The money is fueling a blistering expansion pace in both...

...the-neighborhood spots," said Walgreens president and chief operating officer L. Daniel Jorndt. "A relocated store , on average, sees sales volume go up over 30 percent in the first year, and...

...what consumers from one end of the country to the other want from a drug store . In the view of Walgreens' managers, what customers want is convenient, stand-alone locations with...

...to its chairman, and last year dispensed 190 million prescriptions.

In 1996, the 2,256-store chain opened its doors for the first time in Philadelphia; Dallas/Fort Worth; Las Vegas...

...and usually represent a solid long-term return on the \$3 million investment a typical store requires. What's more, the chain is becoming ever more sophisticated in its ability to...in growing cities like Dallas and Las Vegas, will help us ramp up to a store -opening rate of 280 new stores a year by 1998," Walgreen said.

Adding to the chain's market strength is an aggressive ongoing overhaul of its store network. "The major stow of this decade for our company has been the renewal of our entire store base," Jorndt said.

He isn't kidding. In 1986, the average age of a Walgreens store was 14.2 years. Last year, it was roughly half that--7.4 years. By...

...new, \$10 million ad tracking system, called Promotional Merchandise Management. The system tracks sales results, store by store , for every item the chain promotes in its ads.

"It will tell us how much...

...re going to have it."

The system also shows Walgreens' category managers exactly what every store 's potential is for any promotional item, Jorndt said.

Walgreens also shifted its overall promotional...

...chain is nearing chainwide rollout of Intercom Plus, a new and far more powerful pharmacy computer system linked to a new work flow system, and a touch-tone prescription refill system that allows for real-time processing of a prescription as the patient enters his or her refill by phone. "This is no glorified voice-mail system; it is far more," Jorndt said. "The pharmacist does not touch the prescription until a label

prints at the appropriate time."

Intercom Plus, on the other hand, will...

...hours, and, Jorndt said, "take us from an average of 250 scripts per day per **store** to over 400." The system, he added, "brings the discipline of the best pharmacy practices..."

...officer; Vern Brunner, executive vice president of marketing; Glenn Kraiss, executive vice president of drug **store** operations

1996 sales: \$11.78 billion

**Store** count: 2,256 (as of Feb. 28, 1997)

Average **store** size: 14,000 (9,700 selling)

Markets: coast to coast in 34 states and Puerto...

4/3, K/12 (Item 5 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01820871 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Merger aside, 1996 proves an exciting year

(Eckerd saw its sales for the year closing 2/1/97 as reaching \$5.4 bil, prior to the merger with JC Penney, which was 8% higher than in the prior year)

Drug Store News, v 19, n 8, p 112+

April 28, 1997

DOCUMENT TYPE: Journal ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 954

(USE FORMAT 7 OR 9 FOR FULLTEXT)

#### ABSTRACT:

...8% higher than in the prior year. There was an 8.8% increase in same-store sales. In 1996, the company launched 117 stores, with 77 of these outlets being relocations...

#### TEXT:

...with Penney) reached \$5.4 billion, an 8 percent increase from the previous year. Same-store sales rose 8.8 percent.

Eckerd opened 117 stores in 1996: 77 of them were...

...a location that is easy to get to," Kelly continued. Once the customer enters the **store**, it is important they are able to quickly find what they are looking for and...

...to 62 inches, so a customer can see the pharmacy from any point in the **store**.

Customers entering the prototype **store** find an inviting layout that quickly exposes them to approximately 16 endcaps and 10 speed...

...either side of the center entrance. Because several gondolas break at the center of the **store**, the pharmacy customer has a straight path from the **store**'s entrance to the pharmacy.

Core departments, such as photo, Food Mart, health care, pharmacy...  
...greeting cards, are clearly identified by large signs and graphics.

A major part of the **store** remodeling effort at Eckerd this year has been the rollout of its Food Mart to...

...by investing in appropriate technology ... to improve productivity."

The chain rolled out its upgraded pharmacy **computer** system, Comp-U-Care 2000, chainwide this year.

The system has data collection features valuable...

...and each of the terminals in its pharmacies. It also allows for central monitoring of **prescription** sales by **store** and product. Online claims adjudication, centralized billing of managed care plans and daily updates of **store** inventory levels are other components of the system.

The Comp-U-Care 2000 system links...

...technology initiatives at Eckerd: Prescribe, a system linking pharmacies to doctor's offices; an automated **refill** system; and **computer**-aided replenishment.

More recently, the chain has begun to explore other programs to enhance the  
...

4/3,K/13 (Item 6 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01820847 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**The New Force in Drug Chain Retailing**

(Although Walgreen (Deerfield, IL) was clearly the dominant player in the retail drug chain industry at the beginning of 1996, the company now has some company, in light of consolidation occurring since early 1996)

Drug Store News, v 19, n 8, p 34+

April 28, 1997

DOCUMENT TYPE: Journal ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 3169

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**ABSTRACT:**

...take over Thrifty PayLess in a \$1.4 bil stock offer for the 1,007-**store** chain operating in 9 western states. Walgreens wasn't alone at the top any longer...

**TEXT:**

...by the demands of the new era of cost-conscious health care.

"With Revco's **prescription** mail order facility and the increased number of stores, Rite Aid will get improved leverage..."

...president and chief executive, said at the time. "We will be the best-positioned drug **store** chain to compete with the large, vertically integrated pharmacy management systems owned by the pharmaceutical companies. We will have the most competitive **prescription** prices and services."

But the deal was not to be. The Federal Trade Commission stepped...

...would give it much stronger bargaining power to negotiate higher reimbursement rates for drugs with **prescription** benefit management companies. The FTC felt that such power would ultimately force managed care companies to pass higher **prescription** costs on to consumers.

Rite Aid and Revco chose not to challenge the FTC. And...  
...country, bidding for Thrifty PayLess.

"Rite Aid bid for TPI sets industry abuzz" proclaimed Drug **Store** News, as

East Coast-based Rite Aid set in motion its daring \$1.4-billion stock offer for the 1,007-store West Coast chain operating in nine Western states.

The industry gasped at the potential logistics...

...and the District of Columbia with annual revenues of more than \$11 billion. On a store basis, CVS would lead the industry, toppling Rite Aid from its long-held leadership ...Drug Stores' senior vice president of pharmacy Dave Fong is also optimistic. He told Drug Store News that he feels that the worst of the cost-cutting battles between managed care...

...Technology remained a critical element in those efforts, with chains improving their pharmacy systems. Automated refill systems were a major focus in 1996, along with systems that link doctors' offices with pharmacies. Computer-assisted reordering was also on the menu, as chains seek to maximize pharmacists' time for...

...warehouse, which allows CVS to drill down to data as specific as the profitability of prescription products at the ZIP code level. Its biggest use, say CVS executives, is to identify...

...share and the increased clout that can bring. Rite Aid, for example, launched a preferred prescription program (P3) in September. P3 is designed to empower pharmacists to get customers to switch...

...order by buying a 50 percent stake in SmithKline Beecham's mail order operation, Diversified Prescription Delivery.

The battle of bits and bytes

Drug chains also took major strides in 1996...

...sitting fallow is the photofinishing data, information not bound by the confidentiality headaches of the prescription files.

Cyberspace also began to play a role in the industry's marketing efforts as ...all about Harco. Sections include Harco's Pharmacy Online, where consumers can find information on prescription benefit plan services and perks for customers over 55; Circular Online, which displays the weeks...

...to boost profitability and inventory turns through the complete overhaul of its supply chain and store replenishment structure.

At NACDS's annual distribution and logistics conference early this winter, attendees were...

...low debt and a \$100 million credit line that's never been tapped. But same-store sales inched up only slightly in the second quarter ended Dec. 28, 1996. On the...

...as usual. According to the retailer, Walgreens plans to plough another \$100 million into new-store growth, remodelings and systems upgrades. One hundred and two new stores have already opened in...

...beefed up, particularly in pharmacy and real estate.

Among the challenges that remain: blending multiple store formats, including the 102-store Kerr Drug chain, the 272-store Fay's chain and the remainder of the 190 Rite Aid stores left after the...

4/3,K/14 (Item 7 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01771673 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Delivering More**

(Manufacturer sales of prescription drugs to food stores with pharmacies rose 19.6% in 1996; sales are healthy in drug wholesaling, but there are fewer players involved)

Supermarket News, v 47, n 10, p 63+

March 10, 1997

DOCUMENT TYPE: Journal ISSN: 0039-5803 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1352

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(Manufacturer sales of prescription drugs to food stores with pharmacies rose 19.6% in 1996; sales are healthy in...  
)

ABSTRACT:

Manufacturer sales of **prescription** drugs to food stores with pharmacies rose 19.6% in 1996, according to IMS America...

TEXT:

...crossing the bridge with a variety of value-added services that are designed to increase **store** traffic and profitability, and improve patient care.

"Wholesalers have transitioned from the distribution function to...

...are providing to pharmacies.

Today, the drug wholesale business is growing robustly. Manufacturer sales of **prescription** drugs to food stores with pharmacies rose 19.6% last year, according to statistics from...

...Valley Forge, Pa.] They offer the disease-state program and a central system to monitor **store** purchases, inventory and stock levels. We've been approached by multiple vendors that have interactive voice response systems -- **refill** systems, where a patient could call in with their **refill** number. The information flows automatically into our **computer** system," said John Ferrara, director of pharmacy services for Pathmark Stores, Woodbridge, N.J.

Another...

...users through a database that includes information about health and nutrition, disease and illnesses and **prescription** and over-the-counter medications. The information comes from organizations such as the American Heart...result of the edit.

"The management will then be able to see that this particular **store** seems to be forgetting the DAW codes quite often and they can go in and..."

...are hundreds of plans and requirements and it is difficult to remember them all. A **computer** application is the way to go to monitor health plans and requirement changes," Jansen said...

...our application, and make sure the pharmacist is dispensing the contract generics -- the ones the **store** gets the best price on," Jansen said.

"The transaction may be accurate, but unless they..."

4/3/K/15 (Item 8 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01624244 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Creating the customer service difference

(Today, drug chain executives understand that outstanding customer service is a critical competitive edge)

Drug Store News, v 18, n 15, p 11+

September 23, 1996

DOCUMENT TYPE: Journal ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2834

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...the kind of

innovative thinking that prompted the chains to add drive-throughs...to  
pharmacy

computer systems that free pharmacists to take time with patients...to  
the site-selection  
process ensuring...

...With heightened competition from supermarket combos and huge mass  
merchants,

service is an asset drug store retailers must develop as they jockey for  
market position in

the 1990s.

The article presents...

TEXT:

Jenny Madigan of Highland Park, Ill., had a throat infection and needed a  
**prescription**. She loaded her kids into the car and stopped at the local  
Walgreens drive-through...

...the kind of innovative thinking that caused the chains to add  
drive-throughs ... to pharmacy computer systems that free pharmacists to  
take time with patients ... to the site-selection process ensuring...

...managed care plans that level the playing field on price -- service is  
an asset drug store retailers must develop as they jockey for market  
position in the '90s.

"We all sell...

...employment opportunities.

Hoven's definition of customer service extends well beyond face-to-face,  
**in-store** interaction. In fact, he identifies a **store**'s convenient  
location as an aspect of service, pointing out that Revco aims to have...  
...policy to escort the person [to the actual spot where the product  
resides in the **store** ]," Levin said.

At Shoppers Drug Mart, based in Willowdale, Ontario, customer service is  
kept sharp by keeping employees somewhat on edge; **store** personnel never  
know when the customer they are serving might also be a secret shopper...

...general merchandise and consumables. Design of the joint space will  
allow banking customers and drug store customers to free flow into each  
other's section.

Category management programs being employed by...computers do better than  
people. It used to be the druggist recognized you. Now the **store**'s  
electronic systems do."

Mark Holmes, author of Wooing Customers Back: How to Give Great...

...more convenient for customers to find what they want.

Holmes derived an acronym for drug store service. D is for dazzle.

"Make it an experience women repeating," he said. A **store** associate might start a conversion by asking if it is a customer's first time in the **store**. R is for recognizing a customer -- even if it is the **computer** who first identifies him or her. U is for understanding and seeing the **store** through the customer's eyes. G is for graciously thanking people for shopping the **store**.

Elevating levels of service doesn't have to cost more. Holmes added. "Giving great service..."

...Genovese has created pack out teams who work during off hours to clean and stock **store** shelves at non-peak times so employees can devote themselves to consumers during busy hours...

...for help.

The friendly pharmacy of the '90s

Not long ago, shoppers selected a drug **store** over another because they had struck up almost personal relationship with their pharmacists. With third...

...gives Duane Reade pharmacists greater speed along with the ability to access any customer's **prescription** from any **store**, according to Gary Charboneau, senior vice president of sales and marketing.

Further automating the process...

...we have to try."

The system links to processes from the initial scanning of the **prescription** to printing the label and filling the bottle to scanning the barcode label at the end of the line to help the pharmacist verify the **prescription**. By freeing the pharmacist from some tasks and improving workflow, the pharmacist is more available...

...pharmacy telephone services that allow doctors and customers to call in around the clock. Auto-**refill** systems enable patients to call in refills and decide what time they want to pick...

...is lessened, the pharmacist can pay more attention to the customer who is in the **store**.

Invisible to the customer but instrumental in filling prescriptions accurately and quickly are online systems...

...for example, uses PDX Inc.'s RxPAD, which enables hospitals and doctors' offices to transmit **prescription** information to pharmacies that use the PDX Pharmacy system.

Hoven of Revco hopes soon to...

...system, now being tested in Cincinnati, which allows physicians to transmit prescriptions to pharmacists via **computer**. Revco will also implement an integrated phone system, networked to its **Prescription Access Link**, allowing physicians and patients to call in and request refills or check the...

...Hoven added.

Eckerd also has linked its Comp-U-Care 2000 system with an auto **refill**. Installation is under way at 500 stores where a voice prompts people to punch in...service at the pharmacy ... We even have a pharmacist that speaks Polish who serves a **store** in an area with many people of Polish descent."

LeBlanc at K&B cautions that...

...make it difficult to install them in some stores, K&B is testing -- in a

**store** where it couldn't install a drive-up window -- a kiosk with a video monitor...

...it is not possible to move the pharmacy near a window," LeBlanc said.

Inside the **store**, many pharmacies are sporting lower counters and other layout features designed to improve service, particularly...

...been committed to providing service at the beauty counter. Walgreens has beauty advisors in every **store**. They are trained via internal Walgreen programs and vendor schools. Genovese and Thrift Drug have...

...practice of personal service, including CVS, which is testing the concept currently.

In a **five-store** test in the New York metropolitan region, CVS has installed a glass counter and elegant...

...estimate it can add another \$15,000 to \$20,000 in payroll expenses to each **store**. And, advisors must be sent to schools frequently -- a cost the chain has to shoulder...

...the guarantees, Rite Aid offers a free 5-inch by 7-inch enlargement if **in-store** lab prints are late. CVS offers a "one day or free" guarantee for its overnight...

**4/3,K/16 (Item 9 from file: 9)**  
DIALOG(R)File 9:Business & Industry(R)  
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01575359 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Chain Store Age 26-50**

(A table ranks the top 26-50 Chain Store Age 100 according to 1995 revenues)

Chain Store Age State of the Industry Supplement, p 4A+

August 1996

DOCUMENT TYPE: Journal; Ranking ISSN: 0193-1199 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1189

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**Chain Store Age 26-50**

(A table ranks the top 26-50 Chain Store Age 100 according to 1995 revenues)

#### ABSTRACT:

A table ranks the top 26-50 Chain **Store** Age 100 according to 1995 revenues. Other information includes 1994 revenues; profits in 1994-95...

#### TEXT:

Chain **Store** Age 26-50

Company/ Headquarters	1995 Revenues (000...)	1994 Revenues	1995 Profits
Main Retail Segments			

...in the

32 Tandy Corp. Fort Worth, Texas (HS)	224,335	6,952 6,987	Leggett chain of Belk Stores. Small <b>store</b> RadioShack is on a roll, but large format Incredible Universe has jumped the track, while <b>Computer City</b> struggles as well.
33 Rite Aid	141,286	2,759	Thwarted by the FTC...

...its bid to acquire  
(DR)

Revco earlier this  
year, Rite Aid  
subsequently bought  
the 34-store Taylor  
Drug of Louisville,  
Ky.

34 Office Depot 104,957 504  
Delray Beach...

Opened four

...megastores, two  
(HS)

Images units and a  
Furniture At Work  
prototype as part  
of 84-store  
expansion.

35 H.E. Butt NA 230 230  
San Antonio

Rated by packaged  
goods manufacturers...

...stores to  
Clearwater, Fla.  
(DR)

1,735 1,700 units which  
have a  
voice-activated,  
**prescription refill**  
system.

38 Thrifty 6,500 1,040 1,068  
Payless(4)

Seventeen new stores  
planned...Discount

C = Catalog

GM = General Merchandise

HS = Hard Line Specialty

AS = Apparel Specialty

DR = Drug **Store**

HC = Home Center

S = Supermarket

CV = Convenience **Store**

WC = Warehouse Wholesale Club

CS = Catalog Showroom

SC = Supercenter

Source: Company reports/Chain **Store** Age research

...

4/3/K/17 (Item 10 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01477924 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Arbor Drugs**

(**Arbor Drugs had sales of \$707.1 mil in FY95, an increase of 14.3% and per-store averages reached \$4.4 mil**)

Drug Store News, v 18, n 7, p 145+

April 29, 1996

DOCUMENT TYPE: Journal; Company Overview ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1155

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...(**had sales of \$707.1 mil in FY95, an increase of 14.3% and per-store averages reached \$4.4 mil**)

ABSTRACT:

...had sales of \$707.1 mil in FY95, an increase of 14.3% and per-store averages reached \$4.4 mil. With the demise of F&M Distributors, Arbor Drugs has...

TEXT:

...value-oriented customers don't stop during a busy day to contemplate whether a drug **store** chain has 200 stores, or 2,000. When a **prescription** needs to be filled or film to be processed, when buying health and beauty aids...

...the pharmacist, what really counts to the customer is convenience."

"The choice of a drug **store** has been, is and will continue to be a relationship decision."

"You cannot invent customer..."

...year was no exception: Arbor pushed its earnings ahead 14.2 percent and its same-**store** revenues up 9.1 percent. Average sales per square foot rose to \$522, based on...

...year.

Sales in fiscal 1995 rose 14.3 percent to \$707.1 million as per-**store** averages hit \$4.4 million. According to one Arbor insider, the chain's steady growth...

...ahead another 3.9 percentage points to a commanding 36.1 percent of total drug **store** sales.

That share should climb near the 40-percent mark this year if current sales ...

...in downtown Detroit on top of three stores opened in the city last year.

This **store** growth in greater Detroit is being executed with the aid of a sophisticated location strategy...

...traffic studies, ZIP code demographic tracking and population density.

Arbor also continues to refine its **store** mix, based on its ability to read its customers through local market research, POS data...

...includes a new, paperless digital imagery system designed to capture and route documents within the **computer** system and **store** them for future retrieval, and new systems for time-and-attendance and labor scheduling in ...

...chain will also join the growing ranks of top-tier drug chains offering touch-tone **prescription** refills to their customers through its Arbortech Plus pharmacy system. Arbor calls it an "integrated **prescription** refill queuing system."

"When the system is completed, our customers will be able to place a call into a voice response system to arrange for the **refill** of their prescriptions, and the request will be automatically transmitted to the Arbor **store** of their choice," company officials said.

Arbor has also launched a major new assault on the photofinishing business with Picture Pronto, its one-hour, in-**store** photo labs. The one-hour service is already available in more than 100 of Arbor...operating officer; Gil Gerhard, senior vice president-finance and administration; Donald Stutrud, senior vice president-**store** operations; Dennis Wozniak, senior vice president-purchasing and marketing

1995 sales: \$707.1 million (fiscal year ended July 31, 1995)

**Store** count: 175 (as of Jan. 31, 1996)

Average **store** size: 8,400 square feet  
Markets: southeastern Michigan

Highlights: Detroit market share grew to 36 percent; net earnings grow 14.2 percent to a record 23.1 million; same-store sales grow 9 percent; rollout of Picture Pronto one-hour photo business

...

4/3/K/18 (Item 11 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
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01477821 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**American Drug Stores**

(American Drug Stores is continuing its Delta re-engineering project to break down inefficiencies among its different units)

Drug Store News, v 18, n 7, p 99+

April 29, 1996

DOCUMENT TYPE: Journal; Company Overview ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1187

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**ABSTRACT:**

...for local markets. The firm is turning to a project called Pharmacy 2001 to streamline **prescription** dispensing. Part of this program is a phone-in system with an Interactive Voice Response (IVR) system that allows physicians and patients in certain markets to phone in their **prescription** refills directly into the pharmacy **computer** system. For the FY that ended 2/3/96, the firm had sales of \$4...

**TEXT:**

...smarter process, according to Davis.

New technology is also helping to streamline and speed up **prescription** dispensing. Under a project called Pharmacy 2001, the company is linking its pharmacy systems more...

...called Interactive Voice Response (IVR), allows physicians and patients in some markets to phone their **prescription** refill orders directly into the pharmacy **computer** network. The system routes the order to the correct neighborhood Osco or Sav-on pharmacy to reinforce the **store**'s image as a community health center; where possible, new and remodeled Osco and Sav...

...the introduction near Phoenix late last year of the company's first Health 'n' Home **store** -- a 28,000-square-foot health care superstore.

Adding to its health care arsenal, the company continues to aggressively market its two **prescription** benefits management divisions, Open Pharmacy Network and RxAmerica.

American at a glance

Company: America Drug **Store**

Headquarters: Osco Drug, Sav-on Drug

Officers: David Maher, president and chief operating officer, American...

...procurement, American Stores Co.

1995 sales: \$4.99 billion (fiscal year ended Feb. 3, 1996)

**Store** count: 858

Average **store** size: 15,500 square feet (11,500 selling)

Prototype **store** size: 16,800 square feet

Highlights: Shift of top management to Salt Lake headquarters; integration

...

4/3, K/19 (Item 12 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01477820 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Eckerd

(Eckerd Corp had sales of \$5 bil for 1995 with average store sales growing from \$2.5 mil in 1994 to \$2.9 mil by end-1995)

Drug Store News, v 18, n 7, p 94

April 29, 1996

DOCUMENT TYPE: Journal; Company Overview ISSN: 0191-7587 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1262

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(Eckerd Corp had sales of \$5 bil for 1995 with average store sales growing from \$2.5 mil in 1994 to \$2.9 mil by end-1995)

ABSTRACT:

Eckerd Corp had sales of \$5 bil for 1995 with average store sales growing from \$2.5 mil in 1994 to \$2.9 mil by end-1995...

TEXT:

...president and chief executive officer Frank Newman would answer, "Not much better."

The 1,705-store retailer continued to stage a triumphant return as a public company during the past year...

...very important year for us," Newman said. "Our sales were \$5 billion, and our comparable store sales were very strong at 8.8 percent, which is among the best in the..."

...performance of the past year are particularly noteworthy. The first is that Eckerd's same-store sales figures exclude its relocated stores. The past few years, Eckerd has emphasized the relocation...

...60 of those will be relocations. Inclusion of these units would easily bump the same-store sales figure higher because relocated stores are experiencing average sales increases of 30 percent, according...

...closed.

The second noteworthy indicator of the chain's performance is the upswing in average store sales.

"Our average store sales grew from \$2.5 million in 1994 to \$2.9 million at the end of 1995, and our average store sales will increase another 10 percent this year," Newman said.

The biggest contributor to Eckerd's sales growth was pharmacy. On the year, prescription sales increased 19.6 percent, driven, of course, by managed care. Non-pharmacy sales increased...

...equipment was installed in an additional 600 stores during 1995 bringing the total number of store scanning to 1,135. Newman said the remaining stores will be on POS by the...

...Automation adds pharmacy efficiency

Other productivity-enhancing steps have come in the pharmacy arena where computer -aided replenishment and telephone refill systems are being rolled out.

The automatic replenishment system that Eckerd is installing in the...  
...under way at 500 of the chain's high-volume pharmacies of a automated  
telephone **refill** system. Customers calling an Eckerd **store** with a  
**refill** order receive a series of voice mail prompts allowing them to place  
their order electronically...

...should take to complete. In addition, warehouse workers such as fork  
lift drivers rely on **computer** terminals rather paper to know where  
merchandise belongs. The end result is quicker turn-around...president of  
merchandising; Rick Powis, senior vice president of pharmacy; Kenneth  
Flynn, senior vice president **store** operations

1995 sales: \$5 billion

**Store** count: 1,705

Average **store** size: 9,500 square feet

Markets: Florida, Texas, Oklahoma, Louisiana, Mississippi, Alabama,  
Tennessee, Georgia, South...

4/3, K/20 (Item 13 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01465168 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Providers push for remedies to costly drug noncompliance**  
(Drug noncompliance results in \$76 bil in direct medical costs each year)  
Modern Healthcare, v 26, n 16, p 44+  
April 15, 1996

DOCUMENT TYPE: Journal; Cover Story ISSN: 0160-7480 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2140

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...Health plans are working harder to reduce noncompliance because of its high costs. Despite full **prescription** coverage, just 14% of Medicaid patients in California continued taking hypertension medication for one year...

TEXT:

...medical terms, they're noncompliant.

The problem costs billions of dollars each year. All told, **prescription** drug mishaps, in which noncompliance is a major factor, result in \$76 billion in direct...

...with food," said Thomson, who heads drug utilization evaluation at Aetna Pharmacy Management.

Despite full **prescription** coverage, only 14% of Medicaid patients in California continued taking hypertension medication for one year...to develop even better information systems.

"Think about this scenario: Every physician uses a personal **computer** to put in **prescription** information, the printer spits out a hard copy for the patient to take to the pharmacy, and we check a database to see if the **prescription** was filled," said Jeffrey Bourret, director of pharmacy at 556-bed Hospital of the University...I should watch for?

What can I do to reduce side effects?  
How should I **store** this medication?

Can I refill this prescription ?

Do you have any printed information about the medication I can read?

In an effort...

4/3, K/21 (Item 1 from file: 275)  
DIALOG(R) File 275:Gale Group Computer DB(TM)  
(c) 2001 The Gale Group. All rts. reserv.

01246003 SUPPLIER NUMBER: 06829743 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Vertical market applications software. (supplement to DG Review)**  
**(directory)**  
DG Review, v8, n10, ps25(11)  
June, 1988  
DOCUMENT TYPE: directory ISSN: 1050-9127 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 10696 LINE COUNT: 01010

... Super-DOS Languages: Business BASIC Reference Number: 803 Contact:  
Jim Lilly Telephone: (404) 799-1000

Computer Engineering Associates, Inc. Application: Point-of-sale  
and accounting for automobile and truck dealers Product...

...VS Languages: Interactive COBOL Reference Number: 614 Contact: Mike  
Collins Telephone: (301) 247-5244

MacDonald Computer Systems Application: Jobbers, retailers, WDs,  
chains and rebuilders Product Name: MacDonald Automotive System  
Description: MacDonald...

...Interactive COBOL Reference Number: 678 Contact: DAvid Meldrum  
Telephone: (801) 544-8368

DISTRIBUTION

Accu-Tech Computer Services Application: Distribution Product Name:  
Management Information System (MIS) Description: MIS is a sophisticated  
software...

...shorts, promotions, deposits on containers, sales tax and multiple  
prices keyed to customers and chain store reporting. The entire route  
settlement process takes from four to six minutes. RSDS includes a...DOS  
Languages: Business BASIC Reference Number: 814 Contact: Wilson Andress  
Telephone: (404) 799-1000

Dacor Computer Systems Application: Accounting Product Name: The  
DACOR Distribution System Description: The DACOR Distribution System is...

...FORTRAN IV, 5, 77 Reference Number: 643 Contact: Abra Peterson Telephone:  
(213) 597-7513

Integrated Computer Systems, Inc. Application: Resource management  
Product Name: TRIM (Total Resource Information Management) Description:  
TRIM is Number: 823 Contact: Software Sales Department Telephone: (800)  
445-2407

KSCI--Key Computer Systems, Inc. Application: Retail and wholesale  
parts management system Product Name: LEVEL II Description: LEVEL...

...Number: 274 Contact: J. R. Wilson Telephone: (804) 794-2800

EQUIPMENT

SALES/RENTAL

La Crosse Computer Systems, Inc. Application: Office  
Machine/equipment dealers accounting and service management Product Name:  
CASSE (Computer Aided Accounting Sales and Service) Description: CASSE is  
a complete accounting and service department management...

...PL/1 Reference Number: 798 Contact: Joan Skimmons Telephone: (800)  
243-4222, (203) 625-7500

Computer Engineering Associates, Inc. Application: Mortgage banking  
Product Name: Mortgage Information Processing Systems (MORTIPS)  
Description: MORTIPS...for patients (members), doctors (providers) and

drugs. Capabilities include automatic pricing, SIG shorthand, generic substitution, **prescription** labels, Medicaid forms, private insurance, accounts receivable, drug interaction, patient allergies, **refill** modifications, patient profiles, gross profit analysis, pricing updates, patient analysis and doctor (provider) analysis. Inventory...

...COBOL, Interactive COBOL Reference Number: 579 Contact: Bert Pitters Telephone: (818) 704-6533

#### INSURANCE

Custom **Computer** Software Services, Ltd. Application: Group health claims processing system Product Name: CLAIM-CONTROL Description: CLAIM...

...Languages: COBOL Reference Number: 707 Contact: Larry J. Doze Telephone: (319) 398-1800 Town & Country **Computer** Services Application: Property and casualty insurance accounting Product Name: INSurance PROcessing System (INS PRO) Description...about work requests, labor skill requirements and employee availability to generate work assignments through a **computer** scheduling program. Job cost data include both labor and material costs. The preventive maintenance system...entry, A/R, A/P, payroll, fixed assets, general ledger, sales history/analysis, multicompny, multiwarehouse/**store**, consolidation, simulation. Price: Contact vendor CPU: Desktop, Eclipse, MV/Family, Eclipse compatible Operating Systems: AOS...225 Contact: J. Gary Bishop, Jr. Telephone: (205) 956-9436, (800) 451-1689

#### PETROCHEMICAL

#### INDUSTRY

**Computer** Engineering Associates, Inc. Application: Degree day accounting system for fuel oil deliveries Product Name: Petro...

...Systems Provides turnkey systems for petroleum distribution. Applications cover retail home heat, wholesale distribution, convenience **store** accounting, TBA and corporate financial systems. Price: \$100,000 plus CPU: MV/Family Operating Systems...Reference Number: 491 Contact: David Shoemaker Telephone: (514) 631-7291

STS Systems, Inc. Application: Convenience **store** /petroleum marketing Proocut Name: Petroleum Marketing and Convenience **Store** Accounting Description: Petroleum Marketing and Convenience **Store** Accounting are complete integrated systems for convenience **store** operations, retail home heat, and petroleum wholesale and service stations. These systems tie into accounts...Language: fortran IV, 5, 77 Contact: Abra Peterson Telephone: (213) 597-7513

WHOLESALERS Accu-Tech **Computer** Services Application: Wholesalers Product Name: Management Information System (MIS) Description: MIS is a sophisticated software...

...DOS Languages: Business BASIC Reference Number: 407 Contact: Wilson Andress Telephone: (404) 799-1000 Custom **Computer** Software Services, Ltd. Application: Wholesale/retail distribution management and accounting Product Name: Wholesale/Retail Description...

...VS Languages: Interactive COBOL Reference Number: 691 Contact: Calvin German Telephone: (402) 330-6620 Integrated **Computer** Systems, Inc. Application: Resource management Product Name: TRIM (Total Resource Information Management) Description: TRIM is...

...VS Languages: COBOL Reference Number: 689 Contact: Software sales Department Telephone: (800) 445-2407 Intelligent **Computer** Systems, Inc. Application: Wholesalers Product Name: AWARD (Automated Wholesale And Retail Distribution) Description: The system...IV, 5, 77 Reference Number: 468 Contact: Andrew Hodge Telephone: (717) 285-7977 KCSI--Key **Computer** Systems, Inc. Application: Retail and wholesale parts management system Product Name: LEVEL II Description: LEVEL...

...was to provide a tool for both management and employees who have little or no **computer** knowledge. The system is adaptable to any business that requires all or part of the...

4/3, K/22 (Item 1 from file: 621)  
DIALOG(R) File 621: Gale Group New Prod. Annou. (R)  
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01140292 Supplier Number: 41246830 (USE FORMAT 7 FOR FULLTEXT)  
**GENERAL COMPUTER ANNOUNCES RESULTS FOR THIRD QUARTER**

News Release, p1  
March 30, 1990  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 782

(USE FORMAT 7 FOR FULLTEXT)

**GENERAL COMPUTER ANNOUNCES RESULTS FOR THIRD QUARTER**  
TEXT:

General Computer Corp.  
... Dr.

Twinsburg, OH 44087  
216/425-3241

Contact: Charles E. Hallberg  
(216) 425-3241

**GENERAL COMPUTER ANNOUNCES**  
**RESULTS FOR THIRD QUARTER**

TWINSBURG, OH, March 30, 1990 -- General Computer Corporation (NASDAQ

NMS: GCCC) announced today that its claims processing business showed continued steady growth...

...we benefited from the continuing installation of a large systems order at a major drug store chain," Richard R. Pilarczyk, president and chief executive officer, said. "The current year's revenue...

...our cost per claim is being reduced accordingly." As recently as January of 1989, General Computer processed only 30,000 claims per month.

The service volume increases reflect increased business with...

...from the end of the cold and flu season.

To facilitate these increased volumes, General Computer has installed dedicated data communication connections to major providers and pharmacy chains and has installed...

...higher claim volumes without increasing costs.

Early in the fourth quarter of Fiscal '90, General Computer delivered

the initial pilot systems to pharmacy chains participating in an extensive test of the innovative MedMinder. prescription refill reminder system. Drug store chains representing an aggregate 3,000 pharmacies have expressed a commitment to participate in the...

...overall health care costs, the use of Med-Minder can significantly increase a pharmacy's prescription revenues.

General Computer is a leading developer of computer systems and services for pharmacies and medical offices.

**GENERAL COMPUTER CORPORATION**  
**STATEMENTS OF OPERATIONS**

(In thousands except per share amounts)  
(Unaudited)

Third Quarter Ended Nine...  
COMPANY NAMES: General Computer  
19900330

4/3,K/23 (Item 2 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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01130645 Supplier Number: 41077059 (USE FORMAT 7 FOR FULLTEXT)  
**GENERAL COMPUTER ANNOUNCES RESULTS FOR 2ND QTR, 1ST HALF OF FISCAL '90**  
News Release, p1  
Dec 27, 1989  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 698

(USE FORMAT 7 FOR FULLTEXT)  
**GENERAL COMPUTER ANNOUNCES RESULTS FOR 2ND QTR, 1ST HALF OF FISCAL '90**  
TEXT:  
General Computer Corporation  
2045 Midway Drive  
Twinsburg, OH 44087  
216-425-3241

**GENERAL COMPUTER ANNOUNCES RESULTS FOR 2ND QTR, 1ST HALF OF FISCAL '90**

TWINSBURG, OH, December 27, 1989 -- General Computer Corporation (NASDAQ/NMS: GCCC) announced reductions in its pre-tax operating loss on comparable revenues...

...months of Fiscal '89.

In the second quarter and first half of Fiscal '89, General Computer benefited from tax loss carry-backs of \$285,000 and \$675,000, respectively.

"Our year...

...made in certain other areas of the company's business."

Since January of 1989, General Computer 's on-line claims processing volume has increased from 30,000 to more than 400...

...of Kansas.

An aggressive marketing program was launched in Second Quarter Fiscal '90 for General Computer 's Med-Minder (TM) prescription refill reminder system, which has been endorsed and recommended by the National Association of Retail Druggists. To date, drug store chains representing an aggregate 3,000 pharmacies have committed to the initial testing of Med...

...per year, representing more than a 25 percent increase in the division's volume.

General Computer is a leading developer of computer systems and services for pharmacies and medical offices.

GENERAL COMPUTER CORPORATION

STATEMENTS OF OPERATIONS  
(In thousands except per share amounts)  
(Unaudited)

Second Quarter Ended Six...

COMPANY NAMES: General Computer  
19891227

4/3,K/24 (Item 3 from file: 621)  
DIALOG(R) File 621:Gale Group New Prod.Annou. (R)  
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01099959 Supplier Number: 40689554 (USE FORMAT 7 FOR FULLTEXT)  
**Drug Compliance Increases by Half Through Automated Telephone Reminder,**  
**Scientific Study Reports**

News Release, p1  
Feb 21, 1989  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 963

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:

General Computer Corp  
... Automated Telephone  
Reminder, Scientific Study Reports

TWINSBURG, Ohio, February 21, 1989 -- A patented, voice-synthesized computer system has increased patient **prescription refill** compliance by almost 50 percent above current levels, according to a scientific study conducted by...  
...California professor.

The findings have dramatic implications for the health care industry, where noncompliance with **prescription** medicine is considered a significant problem, especially among the elderly, often resulting in additional hospitalization or fatalities.

The system, Med-Minder, was developed by General Computer Corporation of Twinsburg. Med-Minder has been awarded U.S. patent protection as a system...

...pharmacist, Mid-Minder automatically telephones the patient and delivers a verbal message to have a **prescription** filled.

In the study conducted by Dr. David A. Sclar, assistant professor at the University of Southern California School of Pharmacy, 246 patients over a six month period received computer generated telephone reminders from their pharmacy when their prescriptions needed refilling. These patients were on...

...from the woman's high strength message, which not only reminded the patient that the **prescription** was due for a **refill**, but added a statement such as, "Your physician has determined that your Capoten **prescription** is important to your well-being." The independent study was funded under a grant from General Computer .

Earlier Studies Showed Lower Compliance

Earlier studies by other industry professionals have documented that as many as half of all patients do not comply with their long-term **prescription** regimens for chronic illnesses in many therapeutic categories.

For example, a reported 50 percent of individuals being treated for hypertension completely drop out of **prescription** drug therapy within one year of diagnosis. It also has been reported that misuse in...

...age 65 and older have one or more chronic conditions requiring long-term use of **prescription** medication.

Dr. Sclar, who has conducted other studies on efforts to improve compliance, compared the use of Med-Minder with other methods, including additional patient counseling, the use of **computer**-generated post card reminders, packaging methods and telephone reminders from pharmacists. He determined that Med...

...clinical services as appropriate."

#### "Improved Compliance Can Become A Reality"

Richard Pilarczyk, president of General **Computer**, said, "The medical community has long recognized the need for better compliance, and from a...

...this study, we believe that improved compliance can become a reality."

Pilarczyk said that General **Computer** would next commission a much broader based study to determine the economic impact of Med...

...across many categories of legend drugs, the increased annual would total thousands of dollars per **store** depending on the overall volume of prescriptions filled. In their annual volumes of prescriptions filled...

COMPANY NAMES: General **Computer**  
19890221

4/3,K/25 (Item 1 from file: 813)  
DIALOG(R) File 813:PR Newswire  
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0255555 NY006  
**GENERAL COMPUTER ANNOUNCES RESULTS FOR THIRD QUARTER**

DATE: March 30, 1990 09:32 EST WORD COUNT: 728

#### **GENERAL COMPUTER ANNOUNCES RESULTS FOR THIRD QUARTER**

March 30 /PRNewswire/ -- General **Computer** Corporation (NASDAQ-NMS: GCCC) announced today that its claims processing business showed continued steady growth...

...we benefited from the continuing installation of a large systems order at a major drug **store** chain," Richard R. Pilarczyk, president and chief executive officer, said. "The current year's revenue...

...our cost per claim is being reduced accordingly." As recently as January of 1989, General **Computer** processed only 30,000 claims per month.

The service volume increases reflect increased business with...  
...from the end of the cold and flu season. To facilitate these increased volumes, General **Computer** has installed dedicated data communication connections to major providers and pharmacy chains and has installed...

...higher claim volumes without increasing costs.

Early in the fourth quarter of fiscal '90, General Computer delivered the initial pilot systems to pharmacy chains participating in an extensive test of the innovative Med-Minder(TM) prescription refill reminder system. Drug store chains representing an aggregate 3,000 pharmacies have expressed a commitment to participate in the...

...overall health care costs, the use of Med-Minder can significantly increase a pharmacy's prescription revenues.

General Computer is a leading developer of computer systems and services for pharmacies and medical offices.

GENERAL COMPUTER CORPORATION  
(Unaudited)

(In thousands except per share amounts)

Periods ended	Third Quarter	Nine Months
---------------	---------------	-------------

Feb...

CONTACT: Charles E. Hallberg of General Computer , 216-425-3241

COMPANY NAME: GENERAL COMPUTER CORPORATION

4/3,K/26 (Item 2 from file: 813)  
DIALOG(R)File 813:PR Newswire  
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0230496 NY021  
GENERAL COMPUTER ANNOUNCES RESULTS FOR SECOND QUARTER, FIRST HALF OF FISCAL '90

DATE: December 27, 1989 15:48 EST WORD COUNT: 633

GENERAL COMPUTER ANNOUNCES RESULTS FOR SECOND QUARTER, FIRST HALF OF FISCAL '90

Dec. 27 /PRNewswire/ -- General Computer Corporation (NASDAQ-NMS: GCCC) announced reductions in its pre-tax operating loss on comparable revenues...

...months of fiscal '89.

In the second quarter and first half of fiscal '89; General Computer benefited from tax loss carry-backs of \$285,000 and \$675,000, respectively.

"Our year...  
...made in certain other areas of the company's business."

Since January of 1989, General Computer 's on-line claims processing volume has increased from 30,000 to more than 400...

...of Kansas.

An aggressive marketing program was launched in second quarter fiscal '90 for General Computer 's Med-Minder(TM) prescription refill reminder system, which has been endorsed and recommended by the National Association of Retail Druggists. To date, drug store chains representing on aggregate 3,000 pharmacies have committed to the initial testing of Med...

...per year, representing more than a 25 percent increase in the division's volume.

General Computer is a leading developer of computer systems and services for pharmacies and medical offices

GENERAL COMPUTER CORPORATION  
(Unaudited)  
(In thousands except per share amounts)  
Second Quarter ended      Six months ended  
11...

CONTACT: Charles E. Hallberg of General Computer , 212-425-3421

COMPANY NAME: GENERAL COMPUTER CORPORATION

4/3,K/27 (Item 3 from file: 813)  
DIALOG(R) File 813:PR Newswire  
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0087001                    NYCL06

**REVCO LOOKS TO THE FUTURE**

DATE: July 7, 1988      12:51 E.T.      WORD COUNT: 1,348

...and long term -- is a sign of health. Revco's plan contains strategies for marketing, store operations, distribution and management information systems that are thought to be the right medicine for...

...give a sense of pride and professionalism to everyone at all levels in our organization.

Store people and their customers can look forward to proper stocking of our shelves and clean...

...program to bring them in line with Revco's new and higher standards for uniform store appearance. We hope to evolve from having several different decor packages within a given market...

...consistent decor.

Extended hours will be adopted for stores where appropriate. A planned on-line computer system will make patient profiles, refill data, and tax and insurance records available instantaneously in any of Revco's 2,000 stores in 27 states. The refill customer won't have to return to the store where the prescription was filled. It won't even be necessary to provide the prescription number.

**What We Will do to Achieve Higher Volume**

We will act on every over...

...information about inventories and trends, enabling us to monitor stock levels nationwide or by individual store , identify potential inventory problems ahead of time and have results of market tests quickly.

Much...

...achieve closer relationships with major third-party carriers by investing in new on-line pharmacy computer systems to generate additional third-party business, streamline verification procedures, and all but eliminate rejected...prices.

**Smarter Distribution and Inventory**

We recognize that the success of our marketing programs and store operations depends to a very large degree on the efficiency

of our distribution system.

Revco's distribution system will provide the best possible **store** support for maximum customer service by preparing shipments accurately - and on time - with a minimum...

...we are evaluating the possibility of gradually altering our delivery schedules to make as many **store** deliveries as possible during non-peak times.

In our distribution centers, we will install measurement systems for functions directly affecting the accuracy and timing of **store** deliveries. and, we will form quality teams with responsibility for inventory and order-filling precision...

4/3,K/28 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03856017 Supplier Number: 45528217 (USE FORMAT 7 FOR FULLTEXT)

We need you, you need us

Forbes, p66

May 8, 1995

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; General Trade  
Word Count: 831

... hit 80% by 2000.

The growing power of these plans to dictate the price of **prescription** drugs has slashed retail pharmacy gross margins to 25%, from 35% in 1989. That's...

...now owns less than 1% of the drugstore chain.

Under their effective leadership Walgreen's **store** count has climbed from 1,564 in 1990 to 2,036 today. Sales are up...

...of \$10.4 billion for 1995, both up 16%.

Yet about 60% of Walgreen's **prescription** sales are to plans, even higher than the industry average. In the past Walgreen sometimes...

...its stores are ubiquitous and account for more than 7% of all U.S. retail **prescription** drug volume, few plans want to be frozen out of Walgreen. Its market share is...

...Intercom Plus system, just now going on-line. An automated touch-tone telephone system takes **refill** orders 24 hours a day and transfers them into the pharmacy **computer**. In the pharmacy, the most popular medications line shelves unbottled, in compartments. The pharmacist simply hits a few keys on his **computer** and the system measures and dispenses the **prescription**.

Jorndt estimates the convenience to customers of Intercom Plus will increase the typical **store**'s number of prescriptions filled from 250 per day to 400, with no need for...

...them are freestanding and on heavily trafficked corners with ample parking. Wherever possible, it features **prescription** pick-up windows. Needless to say, these locations don't come cheap, but that's where Walgreen's huge volume per **store** pays off, enabling it to pay big rents and still hold down rent as a...

19950508

4/3,K/29 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03737333 Supplier Number: 45301682 (USE FORMAT 7 FOR FULLTEXT)

Technology turns the local corner drugstore into national pharmacy

Automatic I.D. News, pl

Feb, 1995

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 897

... giving way to large drugstore chains whose shops look more like convenience stores than pharmacies. **Prescription** Delivery Services (PDS), an independent pharmacy benefit management firm has taken pharmacy modernization one step...

...data communication (RF/DC). People don't have to leave their tidy living rooms to **refill** heart medicine prescriptions or to get a new bottle of aspirin. Refills are a phone...

...inquires from HMOs (health maintenance organizations) and other managed care organizations, PDS has integrated five **computer** systems in its 44,000-square-foot mail service dispensing facility to provide pharmaceuticals from...

...dispensing system features instant identification of drug interactions and allergic reactions between a client's **prescription** and their medical history or current medical use, enhanced quality control by utilizing a database...

...the prescriptions are filled and then checked by pharmacists. Fixed-position bar code scanners from **Computer** Identics placed along the conveyor line identify the totes. It all "resembles a big model..."

...through a TCP/IP protocol.

The system features Code 39 bar codes on the initial **prescription** order and the tote itself. One bar code identifies the individual client and their orders...

...at a manual picking area for low turnover pharmaceuticals. A quick scan of a certain **prescription**'s bar code immediately transfers the data to a host **computer** which then sends back instructions, via RF, on where to find the drug in the...

...pens.

Bar codes aid quality control too

Final quality control is done by pharmacists with **computer** databases and, of course, bar codes. A **computer** screen is divided into four windows for each **prescription**, including a graphic image of each **prescription** drug. Pharmacists record incorrect orders by choosing from a bar-coded menu sheet for faulty...

...father of the current vice president, first mailed out prescriptions to clients soon after the **store** was opened in 1963. The current high-tech pharmacy based on bar codes and computers...

COMPANY NAMES: **Prescription** Delivery Svcs

19950201

4/3,K/30 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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03260040 Supplier Number: 44487136 (USE FORMAT 7 FOR FULLTEXT)

ARBOR DRUGS. INC. SIGNS AGREEMENT TO ACQUIRE BURTON HOLLOW SAV-MOR PHARMACY

News Release, pN/A

March 3, 1994

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 283

... and

agreements from Sav-Mor to Arbor Drugs. The acquisition, which will also include all **prescription** files of Burton Hollow Sav-Mor Pharmacy, is expected to be completed by Tuesday, March...

...17176 Farmington Road at Six Mile in Burton Hollow Plaza, the 5,000-square-foot **store** is scheduled to reopen on Wednesday, March 2 under the Arbor Drugs name and become the company's 153rd **store**. Construction for expansion of the **store** to 10,500 square feet will begin at this time.

Commenting on the projected acquisition...

...We are pleased to be opening our 50th location in Wayne County and our **fotirth store** in Livonia. This well-known community drugstore will be an excellent fit with our focused...

...health-care format closer to where many of our customers live and work."

The acquired **store** will feature the company's traditional services. These include a computerized Arbortech Plus pharmacy system, which enables customers to **refill** a **prescription** at any Arbor

drugstore, and Dose Chek Plus, Arbor's proprietary **computer** printout detailing customer medication instructions and potential side effects.

Founded by Applebaum in 1963, Arbor...

19940303

4/3,K/31 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03012901 Supplier Number: 44091222 (USE FORMAT 7 FOR FULLTEXT)  
**SYNTEX LABS SIGNS UP FOR NATIONAL ROLL-OUT OF NEW PATIENT COMPLIANCE SYSTEM FROM GENERAL COMPUTER/ZADOX JOINT VENTURE**  
News Release, p1  
Sept 13, 1993  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 586

**SYNTEX LABS SIGNS UP FOR NATIONAL ROLL-OUT OF NEW PATIENT COMPLIANCE SYSTEM FROM GENERAL COMPUTER/ZADOX JOINT VENTURE**  
**COMPLIANCE SYSTEM FROM GENERAL COMPUTER /ZADOX JOINT VENTURE**  
TWINSBURG, Ohio, September 13, 1993-- A new era in patient counseling will...

...software program developed by CSN, a joint venture of Zadox Health Care Corporation and General **Computer** Corporation, pharmacists

will be signaled by their computers to provide patients with information about their...

...will be delivered to patients prescribed Naprosyn6 (naproxen)1 which is manufactured by Syntex. Other **prescription** products are expected to follow.

"Everyone benefits from the new system," said Richard Pilarczyk, president and chief executive officer of General **Computer** Corporation.

"First, patients benefit because busy pharmacists will be prompted by their computers when to..."

...to the patient.

The automated reminder' software from CSN calls up a message on the **computer** screen saying that the patient should be counseled. It prompts the pharmacist to ask a...

...patient a year.

The CSN joint venture was established earlier in 1993 to create a computer-based method to help pharmacists improve patient compliance with drvg medications at little or no...

...use CSN to:

- y Educate their patients about medications
  - y - Promote pharmacist counseling
  - y Build store traffic
  - y Enhance consumer awareness
  - y Increase refill dispensings and refill revenue
  - y Earn cognitive fees for cognitive services.
- CSN software is fil all pharmacies in...

...about the patient counseling and patient educational materials. Pop-up prompts on the pharmacist's computer screen automatically appear at the time of dispensing for these special patient education offers.

"We...

...categories that are distributed through pharmacies, hospitals, pharmaceutical and food manufacturers, and medical associations.

General Computer Corporation is a leading developer of computerized systems for pharmacies, physicians and health care and...

COMPANY NAMES: Cognitive Service Network; General Computer ; Syntex Laboratories Inc.; Zadox Health Care

19930913

4/3,K/32 (Item 5 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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02617376 Supplier Number: 43479762 (USE FORMAT 7 FOR FULLTEXT)

**MAN OR MACHINE**

Chemist & Druggist, p982

Nov 28, 1992

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Professional Trade

Word Count: 1028

... items per hour and can replace 50 employees. This system is primarily for mail order prescription processing.

Pharmacists offering IV additive services may be interested in Pharmhand. This is a Canadian...

...to develop an educational aid called VIDEO - Visually Interactive Drug Education Offerings. This system uses computer , touchscreens, laser disc and CD-ROM technology to give information on the several thousand drugs...

...will be used by the sizeable military and Veteran Association hospitals in the US, and prescription mail order companies which can justify the initial large capital expenditure.

Prescription mail order companies want to encroach on pharmacy prescription business, either to increase market share or to offer value-added services on a contractual...

...along with the usual paperwork as proof that the RXWatch program is being implemented at store level.

Pharmaceutical companies in the US are also interested in the monitoring services provided by...

...surveillance, via a scheme called Wellspring.

Other pharmaceutical manufacturers in the US will pay for refill reminders to be posted out to patients, which helps advertise the community

pharmacy and brings the patient back to get the **prescription** redispensed.

If we are to draw parallels to the US experience of new **computer** and dispensing technology then it is important that pharmacists develop clinical skills. If we do...

19921128

4/3,K/33 (Item 6 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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02395256 Supplier Number: 43148908 (USE FORMAT 7 FOR FULLTEXT)

**Cadillacs. Scotch. Pizza. Chips. It's in the Mail.**

Brandweek, v0, n0, p16

July 13, 1992

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1976

Instead, the liquor marketer rooted through its **computer** database - said to include 20% of the alcohol-drinking households in America - and culled the...

...marketing community is showing up in America's mailboxes: carmakers, salty-snack companies, toothpaste makers, **computer** software companies - even BVD underwear. And interest continues to grow. 'Direct marketing is the road...

...marketing for American Express and chairman of AmEx's Epsilon database marketing subsidiary. 'You can **store** more information, get at it easier, and it costs less to do it,' Cone says...says.

But the personal touch is still the raison d'etre. A California mail-order **prescription** -drug house uses its database to send out friendly reminders to customers that it's about time to order a **refill**. Microsoft uses direct marketing to encourage its customers to check out the latest software title...

...Customer involvement means sales,' says Jerry Pickholz, chairman of Ogilvy & Mather Direct. Pickholz cites the **computer** floppy disk containing advertisements that Forbes included in 700,000 copies of its June 22...

19920713

4/3,K/34 (Item 7 from file: 16)  
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02375682 Supplier Number: 43119541 (USE FORMAT 7 FOR FULLTEXT)

**PRESCRIBING THE RIGHT SOLUTION**

VARbusiness, p99

July, 1992

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1394

... proudly says is a drugstore that generates more revenue than most stores its size. His **store** stocks everything from shampoo and greeting cards to film and beverages. Conveniently located between two...

...caters to many customers.

For 18 years, Davie's has benefited from the advantages of **computer** hardware and software available for retail drugstores. During that time, Fettman says, he has always...

...started doing business with QS-1 because the drugstore was using an IBM PS/1 **computer** . In the late 1970s standalone computers were just evolving,

and QS-1 was the only software developer that offered a pharmacy software application for that model **computer**. The software application shares the same name as its developer, QS-1. Since Fettman and...

...aware of the changes and has made some himself. He has upgraded the drugstore's **computer** to a PS/2 and has added software enhancements. But because 'QS-1 has everything...

...various doctors and aren't aware of the side effects. If Fettman starts filling a **prescription** for Motrin for a patient who is already taking aspirin, the **computer** will alert him that there is a chemical conflict and prompt him on how to...

...did not shut down completely, the drugstore lost the ability to access some of the **computer** system's essential business functions. Fettman says the **store** lost the use of its transaction file, which is the file that contains the data necessary to fill or **refill** an existing customer's **prescription** - insurance records, doctor's name, allergies, number of refills.

When the **store** owner attempted to pull up a patient profile, there were entire fields of information missing...

...Jane Q. Public, a Davie's Pharmacy customer, came in to pick up a third **refill** on a **prescription** that entitled her to a total of five refills, her customer profile might only show...

...manual files in order to do refills. In addition to recording patient information in the **computer**, the drugstore also keeps a physical copy of each customer's **prescription**. Though the manual system is cumbersome and tedious, it saved the drugstore from having to...

...customers.

The effects of the system failure were unfortunately not limited to the drugstore's **prescription** filling information. The system's malfunction also put the **store** in jeopardy of violating a legal requirement. Each pharmacy is required by law to print...

...copy of its daily transaction file, a detailed listing of all its activities - every filled **prescription** or **refill**, as well as an up-to-date report for each patient account. 'With the files...

...we couldn't get a transaction printout,' says Fettman.

The system malfunction also jeopardized his **store**'s profitability because it prevented Fettman from being able to process third-party bills to...

...he receives from third-party payments account for 30 percent to 40 percent of the **store**'s revenue.

To Fettman's untrained eye, the root of the problem was not discernible...

...the problem, he had to examine the drugstore's 'streamer tape,' which it used to **store** backup files on a diskette, and compare it against the damaged diskette.

'We had to...transaction file had been crossed with its Rx file. The latter contains numerical codes for **prescription** drugs.

The VAR explains the corrective process was quite arduous. 'In examining the tape, what...

...or 08,' with each sequence representing a different kind of drug. 'When we find a **prescription** number that does not have one of those four codes, we know that information is...

19920701

01936088 Supplier Number: 42470380 (USE FORMAT 7 FOR FULLTEXT)

**Training the Rx clerk: the register and phone**

Drug Store News, v0, n0, pA36

Oct 28, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1389

Depending on its size, your **prescription** department probably has one or two areas to wait on customers. These areas are called...

...of registers, and you need to learn the functions of the one in your drug **store**. If your supervisor has not already taught you how to use the register, ask to...

...accept personal checks and/or charge cards. Some also offer personal charge accounts for their **prescription** customers. Ask your supervisor to explain your **store**'s particular procedures for ringing non-cash transactions.

4. Ringing tax-exempt purchases: There are many items in the **prescription** department that may not be taxable, and your **store** may have procedures for handling these sales. These items vary from state to state, and could include such purchases as **prescription** drugs, insulin, syringes and baby formula. Also, all sales to nonprofit organizations with tax exempt numbers are not taxable. Check with your supervisor regarding tax exempt policies in your **store**.

5. Including the **prescription** receipt: Whenever you ring a **prescription** sale, you must make sure the customer receives the receipt that accompanies the medication. This receipt could be hand-written by the pharmacist or printed from the **computer**. The receipt may include such information as the medication name, **prescription** number, insurance provider, prescribing doctor, date filled and amount owed by the customer.

Customers may...

...where the pharmacist puts the filled prescriptions. You will bag the medication and staple the **prescription** receipt to the bag. Always compare the container and the receipt to be sure the customer's name and the **prescription** number on each are the same.

6. Handling co-pay insurance transactions: If your pharmacy submits insurance claims by **computer** for some insured co-pay customers, then you must get their signatures in the "third..."

...book is kept by the register and must be used each time you issue a **prescription** for which your pharmacy submits a claim. Using the information from the **prescription** receipt, you fill in the blanks in the book and ask the customer to sign it. If your pharmacy does not process co-pay insurance claims through a **computer**, you may have insurance forms to fill out instead of a log book. Your supervisor...

...verify medical expenses for tax deductions. When you write up an itemized receipt, use a **store** receipt with the name of the pharmacy printed on it. Include the date of purchase...

...the telephone

Every time you answer the phone or place a call, you represent your **store** to the customer on the other end of the line. Your attitude and manner are important. A friendly, helpful voice will keep customers returning to your **store**. Because customers can't see your smile over the telephone and the attention in your...

...answering the phone:

1. Answer the phone promptly by the third ring.
2. Identify your **store**, your department and your name, and offer a service. For example; "Brown Drugs, **prescription** department. This is Janet. May I help you?"
3. Listen carefully to the caller and...you are busy.

Some of the calls you will handle include inquiries about whether a **prescription** is ready, requests for refills, requests to transfer an existing **prescription** to your pharmacy or requests for the pharmacy to call the doctor to order a **prescription** or **refill**. (See the third article in this series for instructions on handling **refill** and transfer requests.)

For requests to call the patient's doctor, write down the necessary information on a **refill** or a new **prescription** blank. To alert the pharmacist, note on the blank that the doctor must be called...

...do so:

1. Doctors' calls--Whenever a doctor's office calls about anything concerning a **prescription**, be courteous and say you will transfer the call to the pharmacist.

2. Drug information...

...next to the phone.

3. Calls from other pharmacies--If another pharmacy calls about a **prescription**, get the **prescription** number and transfer the call to the pharmacist.

4. Calls about **prescription** errors--rarely, a mistake may be made in filling a **prescription**. A customer who calls about an error should be transferred to the pharmacist. Do not...

19911028

4/3,K/36 (Item 9 from file: 16)  
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01916228 Supplier Number: 42441259 (USE FORMAT 7 FOR FULLTEXT)

**Smith's Pharmacies Target the Seniors**

Supermarket News, p46

Oct 14, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 621

... stages aggressive merchandising promotions and health care programs to capture the potentially lucrative senior-citizen **prescription** business, said Jim Webster, director of operations, pharmacy.

"We need to make an ongoing effort..."

...centers and advertising in publications intended for the elderly.

The chain also is unveiling a **computer**-based system for reminding consumers when their prescriptions are due to be refilled.

"The most..."

...the best feeling. I think what senior citizens remember from their interaction with the drug **store** is that they went in and got some care."

Cholesterol screenings already have been conducted...

...added. People who came to have their cholesterol levels screened did not show up with **prescription** forms in their hands.

"We know that on the day we do the screening, people don't necessarily need a **prescription** filled. What we're trying to do is develop a good image in the community..."

...for all their prescriptions."

Smith's is also devoting considerable time to testing an innovative **computer**-generated system for reminding customers when their prescriptions are due for refills, Webster said.

"There..."

...prescriptions by 20-25%. That's a pretty big return."

The program involves using a **computer** data base that generates a printout of maintenance drug prescriptions coming due. As the time arrives

for the **refill** , the **computer** notifies the pharmacist, and a postcard is mailed to the patient.

Because running such a...

19911014

4/3,K/37 (Item 10 from file: 16)

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01837948 Supplier Number: 42324813 (USE FORMAT 7 FOR FULLTEXT)

RITA HONORS HOOK-SUPERX: PHARMACY SYSTEM CITED FOR INNOVATION

Chain Store Age Executive with Shopping Center Age, p70

Sept, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1059

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

You might think a pharmacy **computer** that checks for drug interactions and alerts customers to possible problems when prescriptions are filled...

... for the Retail Innovation Technology Award (RITA), thought the Rx Watch network of the drug **store** chain Hook-SupeRx stood out in the crowded field of similar systems. As a result...

...it an honorable mention in this year's RITA competition. RITA is sponsored by Chain **Store** Age Executive and Digital Equipment.

Hook-SupeRx, based in Cincinnati, represents the union of three formerly separate drug **store** banners--Brooks Drug, Pawtucket, R.I., which serves mainly the Northeast and New England; Hook...

...at all stores in the chain, provides a centralized data base that contains complete patient **prescription** histories, including drug allergies and current health conditions. The network was established in 1990.

The...

...instore databases which are useful as long as the customer always goes to the same **store** , but which can't be accessed at other stores in the chain.

Using this centralized...

...system initiates a pre-dispensing drug utilization review whenever a participating customer brings in a **prescription** to be filled.

The review is more than the usual check for drug to drug...

...Also reviewed is drug to health state interactions, drug to drug allergies, therapeutic duplication and **refill** compliance.

The system is designed so that the pharmacist does not have to scan profiles. The **computer** alerts the pharmacist to potential problems only if the data falls within predetermined parameters. Since...

...resolved by the pharmacist, usually in consultation with the physician, prior to dispensing. For private **prescription** programs, all interactions and compliance issues are reported monthly, with reports generally sent to the...

...a day.

In the event of an emergency, the customer's data base containing his **prescription** history, drug allergies, health state, blood type, physician's name, and a name of a...

...an elderly New Englander on vacation in California might visit a doctor and receive a **prescription** for an antihistamine. Before dispensing the drug, the local pharmacist could check with the help...

...if this same elderly New Englander is on vacation in Nashville, he might

take his **prescription** to a SupeRx store , instead of his usual Brooks Drug store , and receive the same **in-store** computerized review he gets at home.

He would be aware of his ability to do...

...is further developed as the customer has prescriptions filled at network pharmacies. With each new **prescription** , certain assumptions are made and added to the file. For example, a **prescription** for methyldopa would automatically update the health condition file to include hypertension.

Creating the network...

...divisions of Hook-SupeRx was tricky because the divisions do not use the same **in-store** pharmacy systems, Williams says.

Brooks uses a PC-based **in-store** pharmacy system called RX Express. SupeRx uses a Series/1-based system developed in-house...

...software written by Micrologic.

The Rx Watch database resides on a Stratus 120 fault tolerance computer . The **in-store** pharmacy systems interface with it via a dial-up asynchronous network. A typical call will...program has proven to be an effective marketing tool. Television spots, print ads and **in-store** signs have encouraged participation, and have played up the program as a value-added service...

19910901

4/3,K/38 (Item 11 from file: 16)  
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01829555 Supplier Number: 42311879 (USE FORMAT 7 FOR FULLTEXT)

**Training the Rx clerk: Working at the counter**

Drug Store News, pA44

August 26, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1234

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...the areas of the pharmacy, you're ready to learn how to work at the **prescription** counter.

Working at the **prescription** counter means learning more than a series of register and transaction procedures. You will be...

...work much more efficient.

Your duties at the counter are basically three: receiving a written **prescription** , receiving a **refill** request and receiving a transfer request. Let's look at each of these duties.

Written prescriptions

At the counter, the customer will hand you a **prescription** , which is a legal document between the customer's doctor and the pharmacist. Check the...

...is from out of town.

3. Patient's phone number.

4. Doctor's name. Many **prescription** blanks have the doctor's name, address and phone number printed on them. If the...

...been illegibly written, print the name above the handwriting.

If you must write on the **prescription** form, be careful that you do not erase, cover up or write over the doctor...

...space.

After you've verified this information, ask the customer if he or she has **prescription** insurance. If the answer is "no," you will ring the **prescription** on the register as a cash or charge sale after the pharmacist

has filled the **prescription** .

If the customer has insurance that covers prescriptions, ask to see his or her insurance card. Many pharmacists ask to see the card every time they fill a **prescription** , as insurance programs change frequently. Check with your supervisor to find out the policy in your **store** .

If the card is for a plan that your pharmacy does not accept, politely explain that the customer must submit the receipt to the insurance company for reimbursement. The **prescription** will be tendered as a cash or charge sale.

If your pharmacy accepts the customer...

...spouse or cardholder).

Give the customer's insurance card to the pharmacist along with the **prescription** form.

Customers in co-pay programs will pay you only a portion of the price ...

...case, you ring up only the amount the customer owes, not the cost of the **prescription** . When the **prescription** is ready, the amount the customer owes will be printed on the medication's receipt.

Here are four more questions to ask a customer about a new **prescription** :

1. Do you have any known allergies? Or, do we have record of your allergies...

...If the allergy has not been previously reported, make a note of it on the **prescription** form.

2. Would you prefer a generic equivalent, if one is available? Not every **prescription** has a generic equivalent, but you should ask the customer's preference anyway. (For more...)

...you like an easy-to-open snap cap? Federal law requires child-resistant caps on **prescription** containers to prevent poisoning. But often elderly or disabled customers have trouble opening these caps and prefer snap caps.

4. Do you intend to wait for your **prescription** ? If the customer decides to wait, give an estimate of how long that waiting time will be. Ordinarily, a new **prescription** takes about five minutes to fill.

Therefore, if one or two prescriptions are ahead of...

...to overestimate the waiting time than to underestimate it and disappoint the customer.

When the **prescription** is ready, let the customer know, if he or she is waiting in the **store** . The pharmacist might spend a few minutes counseling the customer about the new **prescription** --how and when to take it, its possible side effects and so forth.

When the pharmacist is finished, ring up the **prescription** , according to the customer's insurance, as discussed above. Fill out the medication log book...

...sign it. If you have the customer's insurance card, be sure to return it.

#### Refill requests

Not all **prescription** transactions will be for new medications. Many will be refills for established prescriptions from your **store** . They require less work on your part because the pharmacy already has most of the needed information.

If the customer brings in the medication container or a **prescription** receipt, you don't need any more information. If these are not brought in, you need to record the following information on a **refill** request pad:

1. Patient's first and last name.

2. Patient's street address.

3. **Prescription** number or name of the medication. If name of the medication. If the customer doesn...

...medication treated or the size and color of the medication. The pharmacist can identify the **prescription** from those listed in the patient's record.

Estimate the waiting time for the medication, or write the pick-up time on the **prescription** form. Give the **refill** request to the pharmacist.

If your pharmacy uses a **computer** system, the pharmacist will be able to locate the **prescription** information in the **computer**. If a manual filing system is used, retrieve the original **prescription** from the file and give it to the pharmacist, along with the **refill** form.

Transferred prescriptions

The third type of **prescription** transaction is the transfer--moving an established **prescription** from one pharmacy to another. If the patient brings in the medication container or the **prescription** receipt, you have some of the information you need. However, you must also ask for...

...phone number.

3. Doctor's telephone number, complete with area code if different from drug **store**'s.

4. Insurance information (as explained above).

If the patient does not bring in the...

...and address of former pharmacy.

5. Phone number of former pharmacy, including area code.

6. **Prescription** number, or name of drug, or symptoms the medication treated.

7. Doctor's name.

8...

19910826

4/3, K/39 (Item 12 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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01829553 Supplier Number: 42311877 (USE FORMAT 7 FOR FULLTEXT)

**Technicians: Boon or bane to busy pharmacists?**

Drug Store News, pA23

August 26, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2041

... pharmacy shelf, but can put it back, while another state allows techs to fill a **prescription** from shelf back to shelf, so to speak, as long as they're under a...vp-professional relations, Tim Burelle, who chaired the policy-making committee in 1988, told Drug **Store** News, "We need a study of technicians' responsibilities first; then maybe we could spell out..."

...customers' questions about OTCs,  
specials, etc.

74

Helped alleviate the pharmacist shortage

9

Source: Drug **Store** News Pharmacy Tech Survey.

Chains train pharmacy techs in-house  
(100 percent of respondents said...)

...9

Percentages add up to more than 100 percent  
Because of multiple responses.

Source: Drug **Store** News Pharmacy Technician Survey.

Use of pharmacy technicians in chains is widespread  
96% of respondents...

...and 4

percent said 1.5-to-1; 9 percent said n/a.

Source: Drug **Store** News Pharmacy Technician Survey.

What retail pharmacy techs do

Tasks	% of chains checking these tasks
Ordering, stocking, labeling medications, working at the <b>computer</b> (maintaining database, etc.)	96
Answering phones, cashier duties, clerical tasks	83%
Counting and pouring; assisting...	
...nonprofessional aspects of pharmacy dept. 31	
Other (explanations included calling and FAXing doctors' offices to <b>refill</b> approvals; third-party administration)	9
Most chains gave multiple answers.	

Source: Drug **Store** News Pharmacy Technician Survey.

Chains give opinions  
on standardized training and certification

Should there be...

...for example, salaries commensurate  
with more extensive training would be too costly) 22%  
Source: Drug **Store** News Pharmacy Technician Survey.

19910826

4/3,K/40 (Item 13 from file: 16)  
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01734627 Supplier Number: 42168787 (USE FORMAT 7 FOR FULLTEXT)

Two chains in turnaround: Perry hits record second qtr. net

Drug Store News, v0, n0, p3

June 24, 1991

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; Trade

Word Count: 513

ABSTRACT:

...half of 1990.

The gain also reflects Perry's renewed focus on core pharmacy services.

Prescription sales leaped ahead 28.5 percent in the quarter and 26.5 percent in first half, giving pharmacy 45 percent of total **store** sales for the second quarter compared with 34 percent a year ago. "We continue to enjoy major efficiencies from our state-of-the-art PerryLink pharmacy **computer** system which interconnects all Perry pharmacies, permitting customers to **refill** their prescriptions in any of our stores," said Robinson.

James Frederick

...

... its health care division, completing the overhaul of its pharmacy automation system, pushing ahead with **store** renovations and shipping more inventory from its own warehouse.

The gain also reflects Perry's renewed focus on core pharmacy services. Prescription sales leaped ahead 28.5 percent in the quarter and 26.5 percent in first half, giving pharmacy 45 percent of total **store** sales for the second quarter compared with 34 percent a year ago. "We continue to enjoy major efficiencies from our state-of-the-art PerryLink pharmacy **computer** system which interconnects all Perry pharmacies, permitting customers to **refill** their prescriptions in any of our stores," said Robinson.

Overall, sales for the quarter and...

...Last year's sales included the contribution of the former A.L. Price deep discount **store** division sold to former F&M and Revco president Bill Edwards, as well as a...

...last year, but as a group those stores are still lagging Perry's standard per-store averages. Perry has targeted the stores for renovation to bring them up to its new...

...the sales floor.

"Our renovation program continues on schedule with 141 drug stores featuring the "Store of the 1990s' format," said Robinson. "We also increased the number of never-closed 24..."

...four-year exit from non-core businesses and allow it to focus completely on drug store operations.

James Frederick

19910624

4/3,K/41 (Item 14 from file: 16)  
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01734623 Supplier Number: 42168783 (USE FORMAT 7 FOR FULLTEXT)

Training the pharmacy clerk: A tour of the pharmacy

Drug Store News, v0, n0, pA47

June 24, 1991

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; Trade

Word Count: 1332

#### ABSTRACT:

By D.P. Hamacher & Associates

A trip to the drug store is a common experience for most people. Though drug stores vary in size, style and...

...typical departments and have no trouble locating the toothpaste or cough medicine.

But behind the prescription counter of the pharmacy, it seems like another world. Shelves are filled with bottles with...

...valuable help to the busy pharmacist. Most of your time will be spent behind the prescription counter, where the pharmacists interpret prescriptions, count tablets and capsules, pour liquids and put labels...  
...s take a look at the things you'll find here.

The containers used for prescription medications--plastic vials and glass bottles--are usually kept below the counter. On the back...

A trip to the drug store is a common experience for most people. Though drug stores vary in size, style and...

...typical departments and have no trouble locating the toothpaste or cough medicine.

But behind the prescription counter of the pharmacy, it seems like another world. Shelves are filled with bottles with...

...valuable help to the busy pharmacist.. Most of your time will be spent behind the prescription counter, where the pharmacists interpret prescriptions, count tablets and capsules, pour liquids and put labels...

...look at the things you'll find here.

Behind the counter

The containers used for prescription medications--plastic vials and glass bottles--are usually kept below the counter. On the back...

...according to the last name of the customer.

Every pharmacy has a refrigerator, used to store drugs that must be held at cool temperatures, such as insulin. Locate the refrigerator in...

...contents.

Some pharmacies stock the most often requested OTCs (over-the-counter medications) behind the prescription counter. Ask your supervisor if your pharmacy does this, and if, so, familiarize yourself with...

...may call the pharmacy and ask that the pharmacist phone the doctor to

receive the **prescription** over the phone. If you take the call, be sure to get the customer's...

...the pharmacist, who will call the doctor's office.

The pharmacist interprets the doctor's **prescription** and gets the medication from the bay. At the counter, the pharmacist fills and labels the **prescription** and then prepares a receipt containing the customer's name and **prescription** information. Each **prescription** is assigned a number. The pharmacist puts the receipt under the filled vial or bottle...

...according to the patient's last name.

The customer may phone to see if the **prescription** is ready for pick-up. Check the bin and let the customer know.

When the customer enters the **store**, greet him and retrieve the **prescription** from the bin. Ring the sale on the register.

The pharmacist may talk with the...

...as "Take with food or milk," or "May cause drowsiness."

About generic equivalents

When a **prescription** drug is introduced to the market, it is given both a generic name and a...

...them appealing to economy-minded consumers.

Sometimes customers will ask you to note on their **prescription** blank that they would prefer a generic if one is available. Some insurance companies require that the generic equivalent be used. But some doctors will write on the **prescription** that no generic may be substituted.

OTC drugs can also have brand names and generic...

...instead of a brand name. In addition, "private label" brands are those developed by your **store**, your chain of stores or a drug wholesale house.

About refills

When a **prescription** is created the doctor will state whether or not it may be refilled. State and federal laws limit the number of refills available on a **prescription** and the length of time that may elapse between refills.

If a customer requests a **refill** by phone, you must get patient information and the **prescription** number from the customer. If the request is in person, the customer may bring in the old vial or a **prescription** receipt. If the patient has none of this information, it must be obtained from the pharmacy's patient files or **computer**.

Drugs and their classifications

The federal government has categorized addictive drugs--both prescriptions and a...

...involve your work in the pharmacy is Schedule V. Most of these drugs require a **prescription**. Those that do not must be listed in a controlled substances logbook when sold; the purchaser and the dispenser must both sign the entry.

About **prescription** insurance.

There are hundreds of insurance programs that cover prescriptions and your pharmacy probably accepts...

...payor" refers to insurance companies or agencies that pay for all or part of the **prescription**. (The customer and the pharmacy are the other two "parties.")

Insurance companies pay for prescriptions...

19910624

4/3,K/42 (Item 15 from file: 16)  
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01370241 Supplier Number: 41624995 (USE FORMAT 7 FOR FULLTEXT)  
Hannaford Pharmacy 'Travels' With CHIP Computer System  
Supermarket News, p41  
Oct 22, 1990

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 781

### Hannaford Pharmacy 'Travels' With CHIP Computer System ... the pharmacy departments.

Introduced earlier this year, the system benefits customers by allowing them to **refill** at a Hannaford pharmacy a **prescription** originally compounded at another of its drug **store** locations. Under state law, however, the doctor must be consulted to **refill** prescriptions filled at another location.

The company's 64 pharmacies trading under the Shop 'n Save and Wellby banners use CHIP (computerized health information program) software to access patient **prescription** information in patient profiles kept at its other stores.

"The new CHIP network improves the...  
...up the processing of prescriptions and giving our pharmacists the ability to check any new **prescription** against an established patient profile at any of our other stores," said Richard Legere, director, pharmacy.

By using new **computer** technology, the CHIP Network can link the **prescription** profiles of over 1 million customers. It is the first **computer** network of its kind in our market area," he added.

Although each company pharmacy has...

...access patient information at the company pharmacy where the shopper had his or her original **prescription** filled. The system also allows pharmacy customers to travel throughout the Northeast "as if they were traveling with their own pharmacists," said Margaret Urquhart, vice president, Hannaford.

"With this **computer** network, the customer who needs a new **prescription** filled while away from home can have our pharmacist check the **prescription** records at his home town Wellby or Shop 'n Save. It's as if our...

...take a trip without leaving the pharmacist behind." she added.

When a customer needs a **prescription** renewal at a different company pharmacy location, the pharmacist has the ability to access the patient's history at the **store** where it was originally filled. And if they're getting a new **prescription** filled at another **store**, the pharmacist there can look up the patient's records to see if there would...

...that is closer to where they might be. They drop in there and get another **prescription**, and although they are new to that **store**, we can check their records. We can refer to the renewal information, check for any ...

...nicely."

To reinforce the improved customer convenience of the program, Hannaford tells shoppers its computerized **prescription** records "is like having your pharmacist with you, wherever you go."

Ads stress that "when..."

...with you, with CHIP."

According to Barnes, under state and Federal law, when transferring a **prescription** from one **store** to another, "even from a Wellby to another Wellby or Shop 'n Save to a Shop'n Save, we have to contact the physician."

But accessing customer profile **prescription** profiles has been a decided advantage for the retailer, according to Barnes.

"The information is..."

...pharmacist can look at it and check it. You can tell the doctor the last **refill** she got was here, here, here and here, or that she has a bottle from...

...information contained in that patient's file in his office. If a doctor issues a **prescription** with multiple refills, for example, he isn't always certain how the customer is getting...

...customer is getting refills every 30 days as they are supposed to, or whatever the **prescription** says, or at whatever intervals he recommended. In this kind of situation we're able...

19901022

4/3,K/43 (Item 16 from file: 16)  
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01181929 Supplier Number: 41351591 (USE FORMAT 7 FOR FULLTEXT)

**Pharmacists getting back on line for the nineties**

Drug Store News, v0, n0, p1p1

May 28, 1990

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; Trade

Word Count: 481

**ABSTRACT:**

...growth of third-party as the impetus to using satellite systems connected to a host **computer** at headquarters. In order to process the complex third-party reimbursement and eligibility forms, most...

...in a matter of seconds.

"I would say that by the year 1995, most major **prescription** drug programs will have real time systems," said William A. Lockwood, Jr., president and publisher...

... growth of third-party as the impetus to using satellite systems connected to a host **computer** at headquarters. In order to process the complex third-party reimbursement and eligibility forms, most...

...in a matter of seconds.

"I would say that by the year 1995, most major **prescription** drug programs will have real time systems," said William A. Lockwood, Jr., president and publisher...

...the point that it's like a ball-point pen--every company has a different **refill** , " said Dean Long, pharmacy consultant for Blue Cross Blue Shield (BCBS) in North Dakota. "It...

...easy one.

Cost containment

Cost containment is also the byword for the front of the **store** as many pharmacy **computer** companies are turning their attention to developing POS systems for the front-end.

Future front...

19900528

4/3,K/44 (Item 17 from file: 16)  
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01110134 Supplier Number: 41246830 (USE FORMAT 7 FOR FULLTEXT)

**GENERAL COMPUTER ANNOUNCES RESULTS FOR THIRD QUARTER**

News Release, p1

March 30, 1990

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 782

(USE FORMAT 7 FOR FULLTEXT)

**GENERAL COMPUTER ANNOUNCES RESULTS FOR THIRD QUARTER**

TEXT:

General **Computer** Corp.

... Dr.

Twinsburg, OH 44087  
216/425-3241

Contact: Charles E. Hallberg  
(216) 425-3241

**GENERAL COMPUTER ANNOUNCES  
RESULTS FOR THIRD QUARTER**

TWINSBURG, OH, March 30, 1990 -- General Computer Corporation (NASDAQ NMS: GCCC) announced today that its claims processing business showed continued steady growth...

...we benefited from the continuing installation of a large systems order at a major drug store chain," Richard R. Pilarczyk, president and chief executive officer, said. "The current year's revenue...

...our cost per claim is being reduced accordingly." As recently as January of 1989, General Computer processed only 30,000 claims per month.

The service volume increases reflect increased business with...

...from the end of the cold and flu season.

To facilitate these increased volumes, General Computer has installed dedicated data communication connections to major providers and pharmacy chains and has installed...

...higher claim volumes without increasing costs.

Early in the fourth quarter of Fiscal '90, General Computer delivered the initial pilot systems to pharmacy chains participating in an extensive test of the innovative MedMinder. prescription refill reminder system. Drug store chains representing an aggregate 3,000 pharmacies have expressed a commitment to participate in the...

...overall health care costs, the use of Med-Minder can significantly increase a pharmacy's prescription revenues.

General Computer is a leading developer of computer systems and services for pharmacies and medical offices.

**GENERAL COMPUTER CORPORATION  
STATEMENTS OF OPERATIONS  
(In thousands except per share amounts)  
(Unaudited)**

Third Quarter Ended Nine...  
COMPANY NAMES: General Computer  
19900330

4/3,K/45 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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01758537 SUPPLIER NUMBER: 02631273 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
"How I can take third-party billing no one else will."  
Hale, Nona  
Drug Topics, v127, p67(3)  
Feb 7, 1983  
ISSN: 0012-6616 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Customers who pay for their **prescription** drugs through Medicaid or some other form of public or private-sector and can cause severe...

...only actively embraces Medicaid customers but also finds their patronage to be quite profitable. That **store** is Big-C. Drugs, a three-unit operation serving the outlying suburbs of Mobile. It...

...profit from them. What we're saving just by being able to accurately price our **prescription** refills has justified for us the cost of owning a **computer**.'

It was the introduction of a handprepared customer profile system in 1980 that eventually forced...

...hurting our profit margin and continued growth.'

Although the pharmacy department of each ,Big-C **store** occupies a small area in comparison with the gift, health, and beauty sections, sales of **prescription** drugs accounted for 80% of the operation's total \$1.5 million in earnings during...

...I even started to do any serious shopping,' he says. "What I wanted was a **computer** that could be set up in a central location and have communications links with terminals set up across town at the other stores.'

Small but sophisticated

Davidson ultimately selected a **computer** that featured a ready-to-run package of automated programs specifically designed for use by pharmacies. Manufactured by CADO Systems Corp. of Torrance, Calif., the **computer** package included an automated customer profile function.

Updating of the computerized customer profile is achieved...

...The system is password-protected to prevent unauthorized access to the customer records.

The compact **computer** purchased by Davision is much more sophisticated than the home systems seen advertised extensively on...

...the system's memory, and a high-speed printer that can transcribe data from the **computer** onto standard letterhead paper at a speed of about two full lines per second. A...

...servers as the heart and brains of the system.

The pharmacist at each Big-C **store** has access to a video-keyboard terminal, with the terminals linked to the central unit via existing phone lines. Customer information recorded at one **store** can be instantly accessed by the others. The **computer** can accommodate as many as eight terminals that can operate independently of one another even when all are being used simultaneously.

Says Davidson: "Computers are not difficult to use. None of my pharmacists had ever worked with one ...were competent to use the system. The pharmacy department clerks, too, are skilled at the **computer**, yet not one of them has had any more than a high school education.'

Beyond...

...with prices

"We found that we were losing an average of 40 cents per prscription refill because our manual recordkeeping procedures would not permit us to accurately pass along drug manufacturers...

...the price of that particular drug had increased since the customer was last in the **store** . We felt this was far too time-consuming a chore, and so it was not...

...period between 1980 and 1982, Davidson estimates therevenue loss was more than \$10,000 per **store** . That loss now has vanished. The **computer** keeps a running tally of price increases for each drug kept in inventory and integrates this information with the customer profile records. When a pharmacist refills a **prescription** today, it takes the **computer** less than one second to check the files, calculate the new price, and flash the information on the screen.

The **computer** takes the pricing information one step farther and prints the total sales price of the **refill** (or initial filing) on the bottle label along with all the standard dosage and quantity...

...It takes only a second or two for the label to be produced by the **computer**.

Obtaining legible receipts

"The **computer** also produces sales receipts," says Davidson. "It may sound trivial to some, but the need...

...kinds of record-keeping we provide. We can even fill out insurance forms on the **computer**. I just ran forms for three members of the same family--the job took a total of five minutes, but by hand it would easily have been three hours.'

The **computer** at Big-C also is used to manage all internal bookkeeping. Payroll, accounts receivable, accounts payable, general ledger, and invoicing chores are processed entirely on the **computer**. The integration of accounts receivable is particularly useful, according to Merrill. When a patient decides to charge a **prescription**, Merrill simply types in the word "yes" when the question "Charge?" is displayed on the screen. The **computer** then automatically creates a record in the open invoice file for future billing.

"Once a month, the **computer** gives me a profit-and-loss statement," he says. "I used to have an accountant..."

...prescriptions as quickly as promised.'

Still, Davidson admits to being somewhat in awe of the **computer**'s versatility. The pharmacy-oriented management package can produce a pharmacist's formulary, daily dispensary...

...offices, hospitals, or nursing homes.

Billing third parties

In spite of what he knows his **computer** will do, Davidson still is exploring the full range of the system's capabilities. One function he looked into early on was that of third-party billing preparation. The **computer** is equipped to fill out claim forms automatically and to monitor the progress of the billings once

"We use the **computer** to do all the required paperwork for billing third-party carriers," says Davidson. "It took..."

...and right on time, and as a result, we are paid fairly quickly. Also, the **computer** will not allow any claims to slip between the cracks and escape our follow-up attention if payment is too long overdue.

"The **computer** has allowed us to accept third-party billing customers that no one else will handle...say a while back.'

Photo: BIG-C owner/operator Merrill Davidson enters a patient's **prescription** into his **computer** system by way of a terminal on the main counter of his pharmacy.

Photo: PHARMACIST Lynn Key enters **refill** information for Big-C's nursing home customers, while the printer in the background is...

19830207

?

```
?s s1 and pd<971031
>>>File 15 processing for PD= : PD=971031
>>> started at PD=710000 stopped at PD=930107
>>>File 810 processing for PD= : PD=971031
>>> started at PD=850116 stopped at PD=911127
>>>File 275 processing for PD= : PD=971031
>>> started at PD=140103 stopped at PD=881206
>>>File 624 processing for PD= : PD=971031
>>> started at PD=104 stopped at PD=921202
>>>File 636 processing for PD= : PD=971031
>>> started at PD=19880101 stopped at PD=19940316
```

Processing

```
>>>File 621 processing for PD= : PD=971031
>>> started at PD=00000000 stopped at PD=19910208
>>>File 813 processing for PD= : PD=971031
>>> started at PD=100000 stopped at PD=900920
>>>File 16 processing for PD= : PD=971031
>>> started at PD=19900101 stopped at PD=19950623
```

Processing

Processed 10 of 23 files ...

```
>>>File 160 processing for PD= : PD=971031
>>> started at PD=2103 stopped at PD=770314
>>>File 148 processing for PD= : PD=971031
>>> started at PD=140105 stopped at PD=830728
>>>One or more prefixes are unsupported
>>> or undefined in one or more files.
>>>File 99 processing for PD= : PD=971031
>>> started at PD=DEC.1200 stopped at PD=19910300
>>>File 474 processing for PD= : PD=971031
>>> started at PD=190120 stopped at PD=740607
>>>File 475 processing for PD= : PD=971031
>>> started at PD=191111 stopped at PD=810213
```

Completed processing all files

1221	S1
9568541	PD<971031
S5	95 S1 AND PD<971031

?s s5 and host

95	S5
1039979	HOST
S6	2 S5 AND HOST

?type s6/3,k/all

>>>KWIC option is not available in file(s): 77

6/3,K/1 (Item 1 from file: 16)  
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03737333 Supplier Number: 45301682 (USE FORMAT 7 FOR FULLTEXT)  
Technology turns the local corner drugstore into national pharmacy  
Automatic I.D. News, p1

Feb, 1995

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 897

... giving way to large drugstore chains whose shops look more like convenience stores than pharmacies. Prescription Delivery Services (PDS), an independent pharmacy benefit management firm has taken pharmacy modernization one step...

...data communication (RF/DC). People don't have to leave their tidy living rooms to refill heart medicine prescriptions or to get a new bottle of aspirin. Refills are a phone...

...inquires from HMOs (health maintenance organizations) and other managed care organizations, PDS has integrated five computer systems in its 44,000-square-foot mail service dispensing facility to provide

*Considered  
all D*

pharmaceuticals from...

...dispensing system features instant identification of drug interactions and allergic reactions between a client's **prescription** and their medical history or current medical use, enhanced quality control by utilizing a database...

...the prescriptions are filled and then checked by pharmacists.

Fixed-position bar code scanners from **Computer** Identic placed along the conveyor line identify the totes. It all "resembles a big model..."

...through a TCP/IP protocol.

The system features Code 39 bar codes on the initial **prescription** order and the tote itself. One bar code identifies the individual client and their orders...

...at a manual picking area for low turnover pharmaceuticals. A quick scan of a certain **prescription**'s bar code immediately transfers the data to a **host computer** which then sends back instructions, via RF, on where to find the drug in the...

...pens.

Bar codes aid quality control too

Final quality control is done by pharmacists with **computer** databases and, of course, bar codes. A **computer** screen is divided into four windows for each **prescription**, including a graphic image of each **prescription** drug. Pharmacists record incorrect orders by choosing from a bar-coded menu sheet for faulty...

COMPANY NAMES: **Prescription** Delivery Svcs  
19950201

6/3,K/2 (Item 2 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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**Pharmacists getting back on line for the nineties**

Drug Store News, v0, n0, p1P1

May 28, 1990

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#### ABSTRACT:

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...the point that it's like a ball-point pen--every company has a different refill , " said Dean Long, pharmacy consultant for Blue Cross Blue Shield (BCBS) in North Dakota. "It...

...Cost containment is also the byword for the front of the store as many pharmacy computer companies are turning their attention to developing POS systems for the front-end.

Future front...

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6/9/1 (Item 1 from file: 16)  
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**Technology turns the local corner drugstore into national pharmacy**

Automatic I.D. News, pl

Feb, 1995

ISSN: 0890-9768

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TEXT:

BY ANNE BUSH

HORSHAM, PA--The family pharmacist at the corner drugstore is giving way to large drugstore chains whose shops look more like convenience stores than pharmacies. **Prescription Delivery Services** (PDS), an independent pharmacy benefit management firm has taken pharmacy modernization one step further with its new, advanced mail service facility that uses automatic identification technology, including bar codes and radio frequency data communication (RF/DC). People don't have to leave their tidy living rooms to refill heart medicine prescriptions or to get a new bottle of aspirin. Refills are a phone call away.

Prompted by inquiries from HMOs (health maintenance organizations) and other managed care organizations, PDS has integrated five **computer** systems in its 44,000-square-foot mail service dispensing facility to provide pharmaceuticals from aspirin to Zantac.

Processing about 10,000 prescriptions in an eight-hour workday, the company provides its services to self-funded corporations, unions and nonprofit organizations. PDS uses less than 40 employees, including about 17 pharmacists, to process prescriptions--which are received by phone call or modem--for approximately 300,000 customers.

PDS's new distribution center and order processing system features bar code, radio frequency data communication (RF/DC), document imaging, video inspection and other technology.

"We're the twentieth century drugstore," said Jeffrey Alexander, PDS' director of MIS systems, who helped coordinate the system.

At a cost of about \$5 million in reengineering, the new order processing system eliminates many of the labor intensive tasks associated with dispensing prescriptions, said Ira Pastor, vice president of Managed Care and Corporate Development at PDS. Though there is manual picking for the pharmaceuticals that are not frequently prescribed, the majority of the orders for commonly used items, such as hay fever or arthritis medication, are filled by automation.

Two for one

"While increasing efficiency, we were looking to achieve unprecedented accuracy within the dispensing process," Pastor said. "We were able to do both by installing a fully automated, customized system that all but eliminates the margin for human error."

The dispensing system features instant identification of drug interactions and allergic reactions between a client's **prescription** and their medical history or current medical use, enhanced quality control by utilizing a database that contains graphic images of pharmaceuticals for comparison to filled prescriptions, numerous bar code verification scans and a database that stores exact images of prescriptions.

The system uses a conveyor to move plastic totes containing one person's prescriptions through various stations where the prescriptions are filled and then checked by pharmacists. Fixed-position bar code scanners from **Computer** Identics placed along the conveyor line identify the totes. It all "resembles a big model railroad," according to Alexander. He designed the sections of each separate system to communicate through Ethernet connections and the concrete systems to communicate through a TCP/IP protocol.

The system features Code 39 bar codes on the initial **prescription** order and the tote itself. One bar code identifies the individual client and their orders while the other bar code serves as the tote's "license

plate" to guide the tote on its journey to the mailing center. There, orders are verified by bar code scanning, and Postnet bar codes are used to mail out the prescriptions.

"It's a technological drugstore that brings the product to you, instead of a corner drugstore you have to get to," said Alexander.

At one of the first stations, both RF/DC technology and bar codes are mixed at a manual picking area for low turnover pharmaceuticals. A quick scan of a certain **prescription**'s bar code immediately transfers the data to a **host computer** which then sends back instructions, via RF, on where to find the drug in the area's many rows of high shelves. Staff members with portable LXE RF/DC hand held terminals see the directions on the display screen. Each shelf has two bar codes per item: one for shelf location; and one for each container's drug. Two other filling stations feature a carousel dispenser that utilizes bar codes and an automatic dispensing machine combining bar codes and light pens.

Bar codes aid quality control too

Final quality control is done by pharmacists with **computer** databases and, of course, bar codes. A **computer** screen is divided into four windows for each **prescription**, including a graphic image of each **prescription** drug. Pharmacists record incorrect orders by choosing from a bar-coded menu sheet for faulty labels, incorrect amounts or the wrong drug, etc.

The mail service dispensing system is integrated with the retail areas of the company's benefit plan to offer drug utilization review edits to pharmacists locally and through the mail-service program. For the company's dispensers and formularies, clinical drug utilization review (DUR) programs and generic dispensing guidelines are available.

In the future, the company plans to incorporate electronic data interchange (EDI) into the system and incorporate a fully integrated clinical management/order fulfillment process. The EDI system addition would be used to streamline the process of ordering pharmaceuticals from the manufacturers. Another planned addition, the Pharmacy Genesis Project, would enable physicians to access the system electronically to initiate maintenance medication orders and perform other duties.

The PDS system traces its roots to the neighborhood pharmacist. Pharmacist Edward Pastor, the father of the current vice president, first mailed out prescriptions to clients soon after the store was opened in 1963. The current high-tech pharmacy based on bar codes and computers evolved from an actual corner drugstore in Philadelphia, said Alexander.

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